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ABSTRACT

The purposes of this annual report of the Southwestern Library Interstate Cooperative Endeavor (SLICE) are twofold. One purpose is to document the activities, achievements, failures, finances, and philosophy of the SLICE Project during the first fourteen months of its existence. The second purpose is to attempt to clearly communicate with all interested parties on the status, pitfalls, and potentials of a library interest cooperative endeavor in the six Southwestern Library Association states. Details of the first year's activities are presented and analyzed. It is believed that the organization, financial, and programmatic record might be of value to others contemplating a project similar to SLICE. The three main objectives of the first year's operation reported upon here are: sharing of the MARC-0 Data Base, a regional plan for a bibliographic network, and continuing education activities for librarians focusing on improving library services to the disadvantaged ethnic groups and a systematic planning and evaluation methodology. Also included are an evaluation of the first year, the financial statement and a projection of the future. (Other documents on SLICE are ED 065 147 through 065 150) (Author/SJ)

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SOUTHWESTERN LIBRARY INTERSTATE COOPERATIVE ENDEAVOR (SLICE)

*A Project of the*

*SOUTHWESTERN LIBRARY ASSOCIATION*

TO PROMOTE ALL LIBRARY INTERESTS IN THE SOUTHWEST AND MEXICO

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# FIRST ANNUAL REPORT OF THE SOUTHWESTERN LIBRARY INTERSTATE COOPERATIVE ENDEAVOR (SLICE) PROJECT OF THE SOUTHWESTERN LIBRARY ASSOCIATION

COVERING THE PERIOD

OCTOBER 1, 1971 TO DECEMBER 31, 1972

AND

FINAL REPORT FOR COUNCIL ON LIBRARY RESOURCES

GRANT NO. 529

Prepared by

SLICE Office Staff

December 27, 1972

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## ACRONYMS: WHAT DO THEY MEAN?

Several of the readers of our various SLICE reports have indicated that the multiplicity of acronyms is most confusing. We certainly agree! To aid us all in communicating, the acronyms used in this report have the following meanings (translated loosely!):

ALA - The American Library Association (a national organization of librarians, library trustees, and libraries)

ARL - Association of Research Libraries

ASERL - The Association of Southeastern Research Libraries

BATAB - A commercially available computer based system for maintaining control of book orders

BIB-NET - A commercially available system for obtaining bibliographic records via computer tape and microfische

CATV - Cable Antenna Television

CELS - Continuing Education for Librarians in the Southwest (a SLICE project funded by each of the six SWLA state library agencies)

CIP - Cataloging in Publication (a national cooperative program between publishers and the Library of Congress whereby cataloging information and MARC records are produced prior to publication of the book)

CIPP - Context, Input, Process, and Product (a form of evaluation methodology developed by Dr. Daniel Stufflebeam at Ohio State University)

CLR - The Council On Library Resources (a private foundation concerned with improvement of library resources and services)

COM - Computer on Microfilm (a technique for going directly from a computer output to a film image)

CORAL - Council of Research and Academic Libraries (a consortium of Libraries in the San Antonio, Texas area)

CRT - Cathode Ray Tube (a tv-like screen which provides rapid visual images on a computer terminal)

EDUCOM - A national consortium of institutes of higher education

LC - The Library of Congress

LNR - Louisiana Numerical Register (a computer generated composite listing of LC card numbers and holding codes for over 30 libraries in Louisiana)

MARCIVE - a specially constructed bibliographic data base of extracts from MARC records maintained by Trinity University in San Antonio, Texas

MARC-O - The machine-readable cataloging services available from the Oklahoma Department Of Libraries

NELINET - New England Library Information Network (an interstate project of the New England Board of Higher Education)

NEMISYS - New Mexico Information System (a system for all libraries of New Mexico providing bibliographic information and location records)

NLM - The National Library of Medicine

OCLC - The Ohio College Library Center (a non-profit corporation of academic libraries concerned with an on-line, computer-based cataloging support service)

ODL - The Oklahoma Department Of Libraries (The State Library of Oklahoma)

S.D.I. - Selective Dissemination of Information (a current awareness service on specific interest fields)

SELA - The Southeastern Library Association (an organization of librarians, library trustees, and libraries in nine southeastern states)

SLICE - Southwestern Library Interstate Cooperative Endeavor (a project of the Southwestern Library Association)

SLICE/MARC-O - The first SLICE project (a cooperative project by which the MARC-O services are available through SLICE to the six SWLA states)

SMSC - State MARC Service Center - A concept proposed for "decentralization" of certain MARC - related services to the state level

S.R.E.B. - The Southern Regional Education Board

SWLA - The Southwestern Library Association (an organization of librarians, library trustees and libraries in Arizona, Arkansas, Louisiana, New Mexico, Oklahoma, and Texas)

TALON - The South Central Regional Medical Library Program for Texas, Arkansas, Louisiana, Oklahoma, and New Mexico

TWX - Teletypewriter provided originally by the telephone company

USOE - The U. S. Office of Education

UTHSC - University of Texas Health Science Center formed in December, 1972 and including UTSMS

UTSMS - The University of Texas Southwestern Medical School in Dallas, Texas

WICHE - Western Interstate Commission For Higher Education (an interstate organization concerned with improving higher education through cooperative programs)

## ABSTRACT

The concept of an interstate, regional library cooperative effort developed during the SWLA Interstate Cooperation Committee work in the spring of 1970. Simultaneously, a study of SWLA as a "chapter" of ALA indicated the need for this type of cooperative activity among the six states in the SWLA region. As a result of a regional planning conference (September, 1970), a proposal for the establishment of such a project in SWLA was submitted to the Council On Library Resources and a $25,000 Officer's grant was awarded for that purpose. The SLICE Office under the direction of a twelve member Advisory Council opened on October 1, 1972, with three main objectives. Sharing of the MARC-O Data Base throughout the six states was of priority during the first year. Fifteen workshops on MARC-O involving 624 participants were conducted resulting in 52 libraries using the MARC-O Search and Print Service for the first time. A total of 20,526 MARC records were requested by these libraries in an eleven month period. A SLICE/MARC-O Task Force developed a proposed regional plan for a bibliographic network combining the services of the MARC-O Data Base and the "locator system" developed by Louisiana. This system is being implemented in New Mexico under the code name of NEMISYS.

With $2,000 contributed by each of the six state agencies, the SLICE Project implemented a series of continuing education activities for librarians in the Southwest. These concentrated on improving library services to the disadvantaged ethnic groups and on systematic planning and evaluation methodology.

A grand total of $95,028.69 was contributed (and spent) on various SLICE activities during the first fourteen months. This expenditure is about $1.02 per library association member in the region per month. In implementing the SLICE activities, the Office Director traveled 40,736 miles and distributed 3,210 letters.

The evaluation of the first year indicates that the six state library agencies and state library associations, as well as SWLA officers found the Project beneficial and would like to see it continued in a systematic and participatory manner. An extension of the Council On Library Resources grant to December 31, 1974, for purpose of systematic regional planning of a bibliographic network insures the basic continuance of the SLICE Office at $25,000 per year budget level. Each of the six state agencies have pledged $4,000 per year for continuation of the SLICE Project.

Details of the first year's activities are presented and analyzed, since this was a "first time" experiment in the feasibility of a Southwestern Library Interstate Cooperative Endeavor. It is believed that the organization, financial, and programmatic record might be of value to others contemplating such an experiment.

## ACKNOWLEDGEMENT

The SLICE Project has been a real cooperative endeavor!! Any achievements have been possibly only because of the support, assistance, and enthusiasm of many, many organizations and individuals. The list of those contributing would fill two pages. Those who have had a part in this first year of SLICE know who you are - and we in the SLICE Office appreciate what you have done. Without your help and your "people power", we would have accomplished nothing! Thank you for your confidence and support during this first year.

The work reported herein would not have been possible without the financial assistance of the Council on Library Resources as well as the contributions from the six state library agencies. The Council on Library Resources' funding permitted the establishment of the SLICE Office.

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# FIRST ANNUAL REPORT OF THE SOUTHWESTERN LIBRARY INTERSTATE COOPERATIVE ENDEAVOR (SLICE) PROJECT OF THE SOUTHWESTERN LIBRARY ASSOCIATION

## I. INTRODUCTION

This report is intended to serve two purposes. One purpose is to document the activities, achievements, failures, finances, and philosophy of the SLICE Project during the first fourteen months of its existence. The second purpose is to attempt to clearly communicate with all interested parties on the status, pitfalls, and potentials of a library interest cooperative endeavor in the six SWLA states.

A word about the "geographic region" of these six SWLA states. The SWLA "territory" includes Arizona, New Mexico, Oklahoma, Arkansas, Texas, and Louisiana. This region covers 674,460 square miles ( 18 % of U. S.). Distance from east to west is 2,145 miles and from north to south is 1,176 miles. The total population of the region is 22,110,940 persons (10 % of U. S.). It is within this geographical environment - and its influence - that SLICE operates. Further factual data on this geographic region - and the impact of these factors on an interstate library cooperative - are presented and discussed in appropriate sections of this report.

The SLICE Office opened its doors on October 1, 1971, as a result of several commingling activities. SWLA was in process of reevaluating its function and organization through a rigorous ALA Morris J. Jones Goals Award grant and under the steady hand of Mrs. Grace Stevenson, Consultant and Project Director, and Mrs. Allie Beth Martin, incumbent President of SWLA. This revaluation of SWLA created an awareness of and a sensitivity to a regional, interstate approach to orderly library development. Quoting from the final report* of this study, "SWLA should . . . coordinate the various region-wide programs suggested by the SWLA Interlibrary Cooperation Committee and encourage state library associations and individual libraries to cooperate." Quoting further: "The present trend today among organizations and agencies . . . is toward planning . . . across jurisdictional lines." And, additionally, "If the pooling of funds, resources, and manpower to advance such projects will result in better library service for the people of the region, it should be remembered that it is for them that these institutions exist." Mrs. Stevenson's report was published by ALA in the spring of 1971 and gave the concept of interstate library cooperation and SWLA reorganization a strong launching. Conclusions and recommendations of Mrs. Stevenson's report** are presented in Appendix I-A.

Simultaneously with Mrs. Stevenson's study - yet unrelated initially - the SWLA Interlibrary Cooperation Committee had been deliberating on the need for

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*Stevenson, Grace T., "The Southwestern Library Association Project Report: ALA Chapter Relationships - Nation, State, and Regional", ALA, 1971.

**As a result of this study, SWLA formed a New Directions Task Force which worked during 1971-1973 on reorganization of the Association. A summary of this reorganization was published in American Libraries, January, 1973, pp. 14-15 under the title "Regional Innovation".

an interstate computer-based network for bibliographic and reference/information retrieval purposes. The Southern Methodist University Industrial Information Services program had demonstrated the need and technical feasibility of tapping computer information banks (as remote as the University of Georgia computer!) yet the organizational, financial, and legal structures for such a network were not available in SWLA region in 1969-1970. This Committee recommended a six state Planning Conference on Interstate Library Cooperation. This was supported by the SWLA Executive Board in principle and each of the six state library agencies contributed $500.00 for the financial support of such a Conference. The Chairman of the Committee, Mr. Ralph Funk, Director of the Oklahoma Department Of Libraries, invited Maryann Duggan, Director of the Southern Methodist University Industrial Information Services project to assist in planning and conducting the Conference. On September 16 through 18, 1970, sixty-two "delegates" met to deliberate on the topic of interstate library cooperation. A summary of the Conference and excerpts from the "Selected Proceedings" are presented in Appendix I-B.

As a result of this Planning Conference, the SWLA President, Mrs. Allie Beth Martin, developed a proposal for the establishment of a SLICE Office to "provide a demonstration of interstate services which will meet library needs which cannot be provided by a single state; determine the practicality of regional self-funding; service a regional clearinghouse for related projects and programs; establish the feasibility of a long-range interlibrary, interstate library agency." This proposal was submitted to the Council On Library Resources in February, 1971, and after modifications and discussions, was funded in September by an Officer's grant of $25,000 for 12 months. The grant award letter of September 22nd stated the purpose of the grant was to "undertake the SLICE Program: a research and feasibility project to determine the practicality of regionally funded interstate, interlibrary collaborative service." A copy of CLR's "Recent Development" announcing the funding and purpose of the SLICE grant is enclosed as Appendix I-C.

The following report is a record of how SWLA attempted to implement the "charge" of the CLR grant and meet the needs of the library community in each of the six SWLA states as identified at the September, 1970, Planning Conference. Although this report is prepared by the SLICE Office staff, we will attempt to be objective and factual. Only by truly "knowing where we are" can we make meaningful progress in the future.

## II. PROJECT MANAGEMENT AND SLICE OFFICE ACTIVITIES

The major recommendation of the September, 1970, Planning Conference was that the SWLA President should proceed to seek funding, establish a SLICE Office and "prove by doing" that interstate library cooperation was a viable concept in the Southwest.

The first task was for SWLA to become incorporated as a non-profit corporation and to receive tax exempt status according to Section 501(C)(3) of the Internal Revenue Code. This was done in August, 1971, by approval of the SWLA Board.

Through a series of meetings with the SWLA Board, a SLICE Advisory Council was established by SWLA in the summer of 1971. The initial composition of the SLICE Advisory Council was as follows:

Each of the six State Librarians,
Each of the Presidents of the six State Library Associations, and
The President of SWLA.

The immediate past President of SWLA and the USOE Regional Library Program Officer were asked to serve as Consultants to the Council.

The Council elected a SLICE Executive Committee to have administrative responsibilities for the day-to-day activities of the SLICE Office and for managing the financial aspects of the SLICE grant. The Executive Committee was initially composed of a state librarian, a state association president, and the SWLA President*.

The full Council met three times during the year and the Executive Committee met on six occasions.

The Advisory Council developed a SLICE Office Director "job description" and interviewed several candidates for the position. In September, 1971, Maryann Duggan accepted the position with the understanding that the SLICE Project could be operated on a contract with her employer institution. Thus in late September, 1971, a formal one-year contract was executed for $25,000.00 between SWLA and University of Texas Southwestern Medical School for "Management and Operation of the SLICE Project of SWLA". The indirect cost of the Project was contributed by UTSMS as was office furniture, equipment, accounting, mail service, etc. The SLICE Executive Committee retained management control of the Project by wording in the contract. Miss Duggan was to spend 90% FTE on the Project and was to make monthly, quarterly, and annual reports as needed. UTSMS was to invoice SWLA monthly for expenses incurred at a previously agreed budget level. Specific tasks to be achieved during the period of the contract were clearly defined and are presented in Appendix II-A. Mrs. Mary Blundell was employed as SLICE Office secretary on October 18, 1971, on a 27 hour/week basis.

Thus, on October 1, 1971, the SLICE Office was legally and officially "open for business" - twelve months after the Planning Conference so recommended!

The monthly chronology of SLICE Office activities is itemized in Appendix II-B. It should be emphasized that this chronology (and much of this report) covers only the SLICE Office activities - and does not include the multiplicity of actions of support of the many persons in the six state region who also performed SLICE-related tasks in a variety of ways. This freely giving of time and effort by many persons has been the major factor in any SLICE achievement; the SLICE Office simply served as a "focal point" or catalyst for coordination and stimulation of interstate projects.

Working in this organizational structure and financial boundaries, what could the SLICE Project achieve in its first year that would prove the value of interstate library cooperation? In a meeting with the SLICE Executive Committee in early October, 1971, it was agreed that during the first year, effort should be directed toward action programs (rather than toward planning, surveys, or research). The objective was to achieve maximum visibility for the SLICE Project and to "prove" that interstate library cooperation was possible in the Southwest by actually doing it. The following three major priority tasks were selected during the October, 1971, meeting by the Executive Committee for the first year of SLICE:

1. Demonstrate the concept of interstate interlibrary cooperation by encouraging throughout the six state the sharing and use of the MARC-O Data Base and services developed by the Oklahoma Department Of Libraries. This objective was to receive first priority and was to be known as the "SLICE/MARC-O Project."

2. If supported by funds from the six state library agencies, establish a project concerning continuing education of librarians in the Southwest. This

*The SLICE Advisory Council was "reorganized" at the March 3, 1972, meeting. See Attachment A of "SLICE Second Quarterly Report for the Period January 1, 1972 to March 31, 1972" for details.

project was called CELS and should be designed to meet the continuing education needs identified at the 1970 Planning Conference.

3. Eastablish the SLICE Project as an organizational entity of SWLA and develop a nucleus of funding patterns, individual participation, and future action programs that would enhance interstate interlibrary cooperation continuing beyond the first year.

In order to achieve these three objectives, the SLICE Office Director outlined a twelve months Implementation Schedule of specific tasks leading toward each objective. This Implementation Schedule was presented to the Advisory Council in November, 1971, and was generally followed as possible throughout the year.

One of the essential activities was communicating with the multiplicity of persons and groups in the six state region. "Communication" has been the most difficult and most expensive aspect of the SLICE Office activities - and continues to present difficulties even after fourteen months. The communication goals were as follows:

1. Keep Advisory Council members fully informed on detail developments and activities.
2. Keep key librarians in each state sufficiently informed that they could be supportive and participate in the Project.
3. Create an "awareness" of the SLICE Project among 80% of the librarians in the six states.
4. Inform key non-librarian decision makers in each state of the SLICE Project and implications for regional planning and development.
5. Establish a communications interchange between SLICE and other regional, interstate activities and organizations - such as WICHE, NELINET, S.R.E.B., etc.
6. And last, but not least, keep current and potential funders advised of the progress of the SLICE Project.

Communication links selected to achieve these six objectives were:

1. Monthly, quarterly, and annual formal reports.
2. Direct correspondence to key persons.
3. "Press releases" to the professional press.
4. Articles in the SWLA Newsletter and other professional journals in the region.
5. Presentations before annual conferences of each state library association.
6. Direct telephone calls to appropriate parties as needed.

Data in Appendix II show the factual record on travel, telephone calls, and correspondence of the SLICE Office in its efforts to "communicate." These "communication efforts" are evaluated and discussed in Section V of this report.

The remainder of this report presents the activities and results of the three specific SLICE projects or objectives as defined in the October, 1971, meeting of the Executive Committee. Furthermore, this report attempts to realistically evaluate success, failures, and potential for future developments of interstate, interlibrary cooperation in the SWLA six-state region.

## III. THE SLICE/MARC-O PROJECT

The interstate sharing of the MARC-O system and services operated by the Oklahoma Department Of Libraries was selected as the priority SLICE project for several reasons. Some of these reasons are:

1. Bibliographic records, cataloging, and repetitive duplication of these records is a function (and expense) essential to all libraries in the region - regardless of size, type, or location.
2. The MARC-O system has the potential of not only supplying bibliographic records in a variety of forms, but of also recording location data on library holdings - thus developing a "regional union catalog of monographs".
3. The MARC-O system has the unique potential of providing "current awareness" services through an S.D.I. system that can be individually custom designed to meet local library needs.
4. National trends in library development strongly indicate the sharing of computer-based bibliographic services is technically, economically, and organizationally desirable.
5. The Oklahoma Department Of Libraries' staff is willing and eager to share this unique resource and to invest in the necessary developmental costs of the SLICE/MARC-O project.
6. Discussions with the Council On Library Resources leading to the $25,000. grant strongly indicated the desirability of this project as a "nucleus" for regional, interstate cooperative library development.

Thus, in October, 1971, the SLICE/MARC-O project was designated by the SLICE Executive Committee to be of highest priority during the first year. In brief, the situation at that time was one in which ODL had developed a very flexible system for using and supplying MARC records in a variety of formats at a reasonable unit cost*. Through discussion with all parties concerned, the following goals for this project were developed:

(1) To inform key librarians throughout the six states about MARC, MARC-O, and the specific services available through SLICE/MARC-O.

(2) To assist individual libraries or groups or "systems" of libraries in adopting these services to meet their needs.

(3) To begin the development of a systematic regional plan for a bibliographic network based on the MARC-O system and Data Base - consistent with the needs and available resources of the region or state.

(4) To continue the organizational and technical development of the MARC-O system and services so that it could function as a truly regional resource consistent with the actual use and potential funding.

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*This system has been described in the literature:

(1) Bierman, Kenneth and Blue, Betty Jean, "A MARC Based SDI Service", Journal of Library Automation, 3, (December, 1970), pp. 304-319.

(2) Oklahoma Department Of Libraries Automation Newsletter, 3 (April and June, 1971), pp. 8-10 (and other issues during 1971 and 1972).

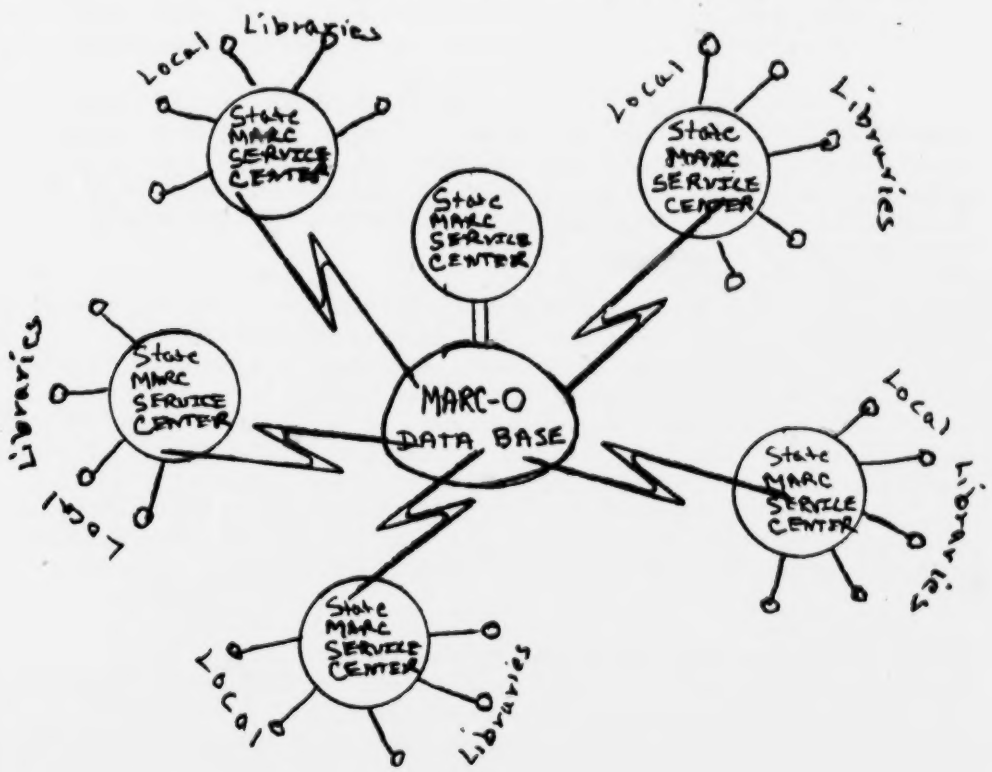
(3) Bierman, Kenneth, "MARC-Oklahoma Offers Services to All Libraries", Texas Libraries, Vol. 33, No. 2, Summer, 1971, pp. 76-86.

At that time (October, 1971) it was agreed by all parties that the following specific MARC-O services* would be available to the region through SLICE:

(1) Search and Print
(2) Search and Copy
(3) S.D.I. Standard
(4) S.D.I. Custom
(5) Consultation on use and technical assistance in applications
(6) Maintenance of the MARC Data Base in "pure form" and in such a manner that holding records of participating libraries could be entered as appropriate for developing a regional union catalog of monographs.

It should be emphasized that in October, 1971, provision of catalog cards to MARC-O users was not possible. However, ODL was developing this additional service for use in Oklahoma and indicated a willingness to consider providing this service to other states in the region, if and when it became operational.

It should also be emphasized that the major goal of the SLICE/MARC-O project was not to just "sell" MARC-O services, but was to incrementally develop a regional bibliographic network around the MARC-O Data Base. After considerable discussion**, it was decided that the key to this larger goal was the development of state-wide networks in each state with the state library agency serving as the "satelite" State MARC Service Center node interfacing with the MARC-O Data Base for all libraries in each state. The organizational and communications network configuration thought best was:




*These services have been fully described in the 16 page brochure "Description of SLICE/MARC-O Services", now in the third edition. Approximately 2,000 copies of this brochure have been distributed in the region during the past 14 months.

**On March 28, 1972, a SLICE/MARC-O Planning Tash Force met on this matter. See Appendix III-A of this report for further detail. Minutes of the meeting were published as Attachment B of the "SLICE Second Quarterly Report."

Thus, one of the major goals was to stimulate the planning of this type of network for each state in the region. The exact function of each unit and types of telecommunication links between the various functional levels would be determined by each state according to their needs and funding abilities. Also, this type of organizational configuration would enhance the leadership and coordinating role of each state library agency in their state. Further merits and details of this organizational configuration of a MARC Bibliographic Network for the SWLA region are described in Appendix III-A. It should be emphasized that the systems design of this network for the region was to "evolve naturally" for each state through the year and was not intended to be "imposed" on any state.

What is the best method (or strategy) for achieving these five specific goals for this project in twleve months with $25,000 funding? It was decided that a series of workshops throughout the region would be a means of acquainting key librarians in each state with the MARC-O system and services and would provide a forum for discussion of a systematic development of a state/regional bibliographic network. Since the state library agencies are the key to this development, the sponsorship and composition of the workshop in each state was to be at their option. The SLICE Office contacted each state agency in November, 1971, and proposed this type of workshop program. Furthermore, it was suggested that the MARC-O staff and the SLICE Office Director meet with the sponsoring state agency the day prior to the workshop to mutually develop specific goals and strategy for that workshop consistent with the state plan for library development. Certainly, the SLICE/MARC-O personnel did not want to be advocating any systems development concepts that were contrary to the state library development plan. In fact, the intent was to stimulate and enhance state library development by evolving a plan for using MARC bibliographic services in a regional configuration.

Thus, a series of "SLICE/MARC-O Workshops" were planned and presented. A total of 15 workshops were presented in the six states in which 624 librarians, library educators, state planners, computer specialists, or trustees participated. The general outline of each workshop was essentially as follows:

| | | |
|---|---|---|
| 15 minutes | - | Introduction of Sponsors and Discussion of Workshop Objectives |
| 10 minutes | - | Pre-Test using "SLICE/MARC-O Opinionaire" |
| 30 minutes | - | What is SLICE? |
| 1 hour | - | What is MARC? |
| 1 hour | - | What is MARC-O? |
| 30 minutes | - | The SLICE/MARC-O Project |
| 1 hour | - | Applications of MARC-O in Your Library and Your State - Discussion |

Appendix III-B presents the data on date, location, sponsors, participants and type of library represented for each of the 15 workshops. Of the total 624 attendees, the distribution by type of library was:

| | |
|---|---|
| 36.3% | public (or state agency) |
| 40.2% | academic (including community colleges) |
| 5.3% | schools (including state-level persons) |
| 9.3% | special (including medical libraries) |
| 8.9% | other (including educators, trustees, computer specialists, and planners) |

Although each of the 624 persons were provided an opportunity to complete a "Pre-Test Opinionaire", only 411 chose to do so - even though the identity of the respondent was not possible.

The response of the 411 participants on the Pre-Test Opinionaire are tabulated and analyzed in Appendix III-C.

How do you evaluate effectiveness of the SLICE/MARC-O workshop series? How well does this "educational approach" assist in meeting the six project goals? Certainly, one measure of the effectiveness would be to compare "Pre-test" and"Post-test" responses to the Opinionaire. Hopefully, at least this would indicate the "amount of learning" and supposedly, the greater the "learning" the greater the potential of achieving the project goal of a regional bibliographic network.

Another way to evaluate effectiveness of the workshop series would be to "monitor" the number, type, and attitude of new users of the MARC-O services. Certainly, these data would be factual evidence of use of existing MARC-O services resulting from the workshops - and, conceivably, might be an indication of the potential for systematic development of the regional bibliographic network.

An additional indicator of the possibility of achieving a regional bibliographic network based on the MARC-O system would be the reaction and response of the MARC-O facility and staff to the new use patterns generated by the workshop series.

All three of the above "evaluative criteria" were used to gain better insight into the barriers and the potential of achieving the six SLICE/MARC-O project goals. The philosophy behind these evaluation efforts is that "evaluation is to improve - not to prove." In that light - and for that purpose - the findings of the evaluation studies on the SLICE/MARC-O project are presented herein.

A graduate library science student, Mrs. Arlene Paup, at Drexel University, offered to assist in the evaluation as part of her academic work. Her offer was accepted because she was out of the region and thus had less bias. Also, her academic situation provided greater credibility - and, last but not least - SLICE could afford her services. Mrs. Paup's study (conducted during the summer of 1972) covers seven of the fifteen workshops. Additionally, she inquired of users of each MARC-O services (as of July) regarding attitudes, applications, and opinions on future services. Her study is of much value to future planning of SLICE/MARC-O and is thus duplicated in full in Appendix III-D in the hope that all persons interested in a bibliographic network will take the time to study the facts and opinions she carefully compiled. Discussion of her findings - as perceived by the SLICE Office - are presented in Section V of this report.

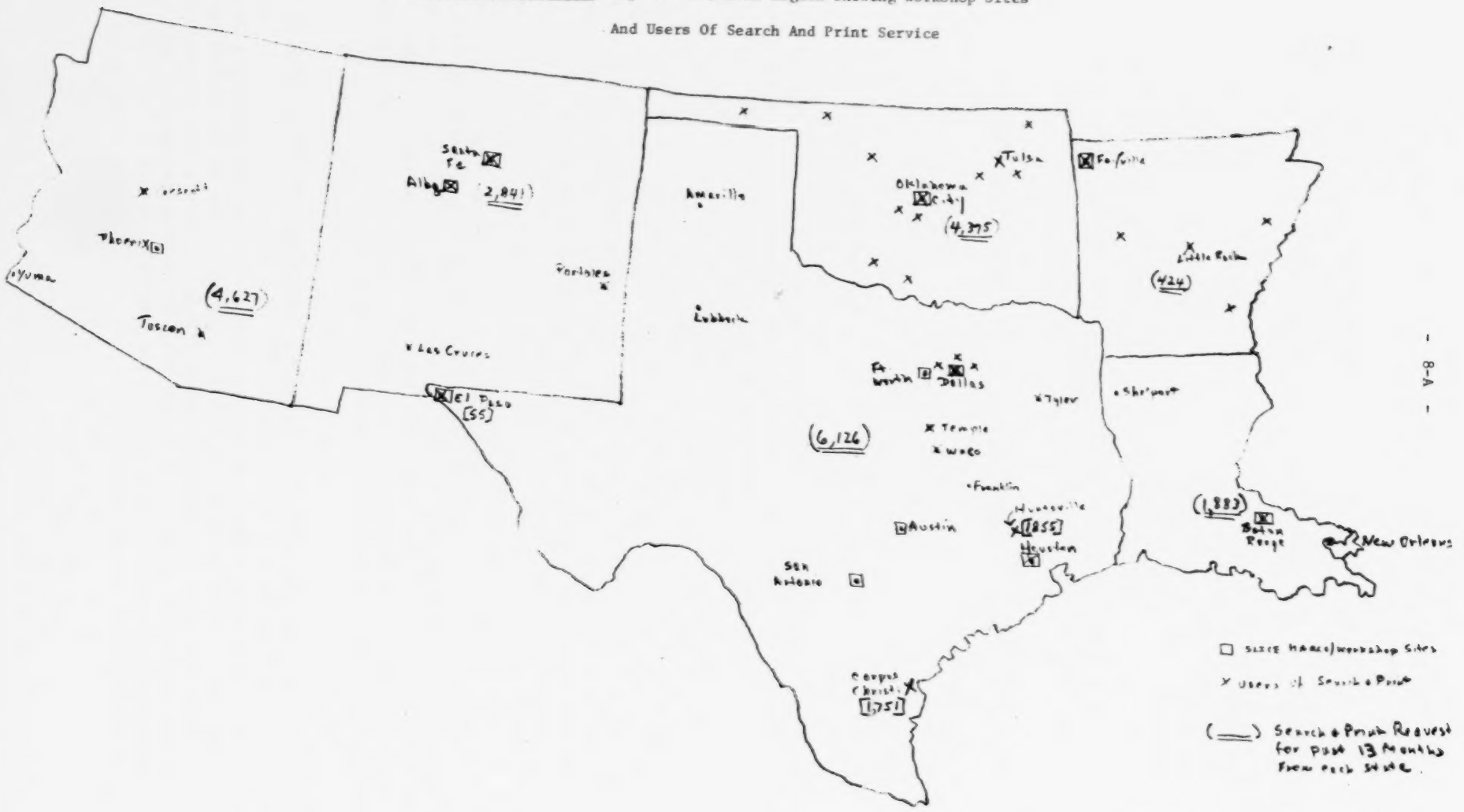
In addition to Mrs. Paup's evaluation (which was limited to the SLICE/MARC-O project only), in October, 1972, the SLICE Office formally inquired of past and present members of the Advisory Council and key SWLA personnel regarding their opinion of the entire SLICE Project. One section of that evaluation was on the SLICE/MARC-O project and will be discussed in Section V of this report.

As discussed above, another way to evaluate the SLICE/MARC-O project is to "monitor" use of the various MARC-O services by libraries in the six-state region. The following is a presentation of these data based on information reported monthly to the SLICE Office by the MARC-O staff.

Regarding the Search and Print Service, a total of 52 libraries used the services for the first time during the period October 1, 1971 to November 1, 1972. The enclosed map of the region geographically illustrates the location of the users of this service, the volume of use, and the location of SLICE/MARC-O Workshop sites. A summary of this use analyzed by type of library, state of origin, and number of records requested is enclosed as Appendix III-E. These data indicate the following level of use by states in the region, as shown on page 9.

SLICE/MARC-O Project: Map Of SWLA/SLICE Region Showing Workshop Sites

And Users Of Search And Print Service



| State | % of Users | Number of Records Requested | % of Total Records Requested |
|---|---|---|---|
| Arizona | 5.8 | 4,627 | 22.8 |
| Arkansas | 23.1 | 424 | 2.1 |
| Louisiana | 1.9 | 1,883 | 9.3 |
| New Mexico | 11.5 | 2,841 | 13.8 |
| Oklahoma | 36.5 | 4,375 | 21.7 |
| Texas | 21.2 | 6,126 | 30.3 |

This is based on a total of 52 users requesting a total of 20,276 records. Analyzing these data by type of library, regardless of state location:

| Type of Library | % of Users | % of Total Records Requested |
|---|---|---|
| State Agency | 7.7 | 15.7 |
| Public | 42.3 | 45.8 |
| Academic | 44.2 | 30.0 |
| School | 5.8 | 8.5 |
| Special | - | - |
| Other | - | - |

Figure I geographically illustrates the cumulative number of MARC records requested from each state for the Search and Print service. Figure II illustrates the cumulative number of Search and Print requests and the number of new users from the region. Figure III illustrates the cumulative number of Search and Print requests from the region compared with the number of "hits." Of the 20,526 requests, 12,549 were "hit" on the first pass through the Data Base, i. e., 61.1% hits. These data do not include "hits" found on subsequent runs through the Data Base at a later date and do not include hits of CIP records, since these are presently not in the MARC-O Data Base*. Of the 52 libraries using the Search and Print service, 76.8% submitted less than 500 total requests during the 13 months of the study. Only 1.9% of the user libraries submitted a total of over 3,000 requests during this period. In other words, 98.1% of the Search and Print service users' libraries total MARC record requests for the 13-month study period was less than 2,000 records per library. The data indicate, however, that as a user library gains experience with the service, the number of requests submitted increases. Extrapolating from the data in Figure II, a total annual rate of Search and Print requests from the region could easily reach 45,000 records - particularly if the CIP records were added to the Data Base and if a "sliding scale" fee structure were adopted. Innovative applications of the Search and Print service in user libraries were numerous and have been described in previous** progress reports.

*Oklahoma Department Of Libraries has indicated that plans are being made to add the CIP records to the Data Base as soon as possible

**Some of these are breifly described on page 10 of the "Second Quarterly Report for the Period January 1, 1972 to March 31, 1972", issued by the SLICE Office on April 18, 1972. Since that date the Garland (Texas ) Public Library has started developing an IBM System 7 (tied to the City's IBM 370) for use in processing MARC-O Search and Copy records for cataloging and circulation control. Another "innovative" application is described in Appendix III-A.

FIGURE 1

SLICE/MARC-C SEARCH AND PRINT SERVICE

CUMULATIVE NUMBER OF REQUESTS RECEIVED FROM EACH STATE

October, 1971 to November, 1972

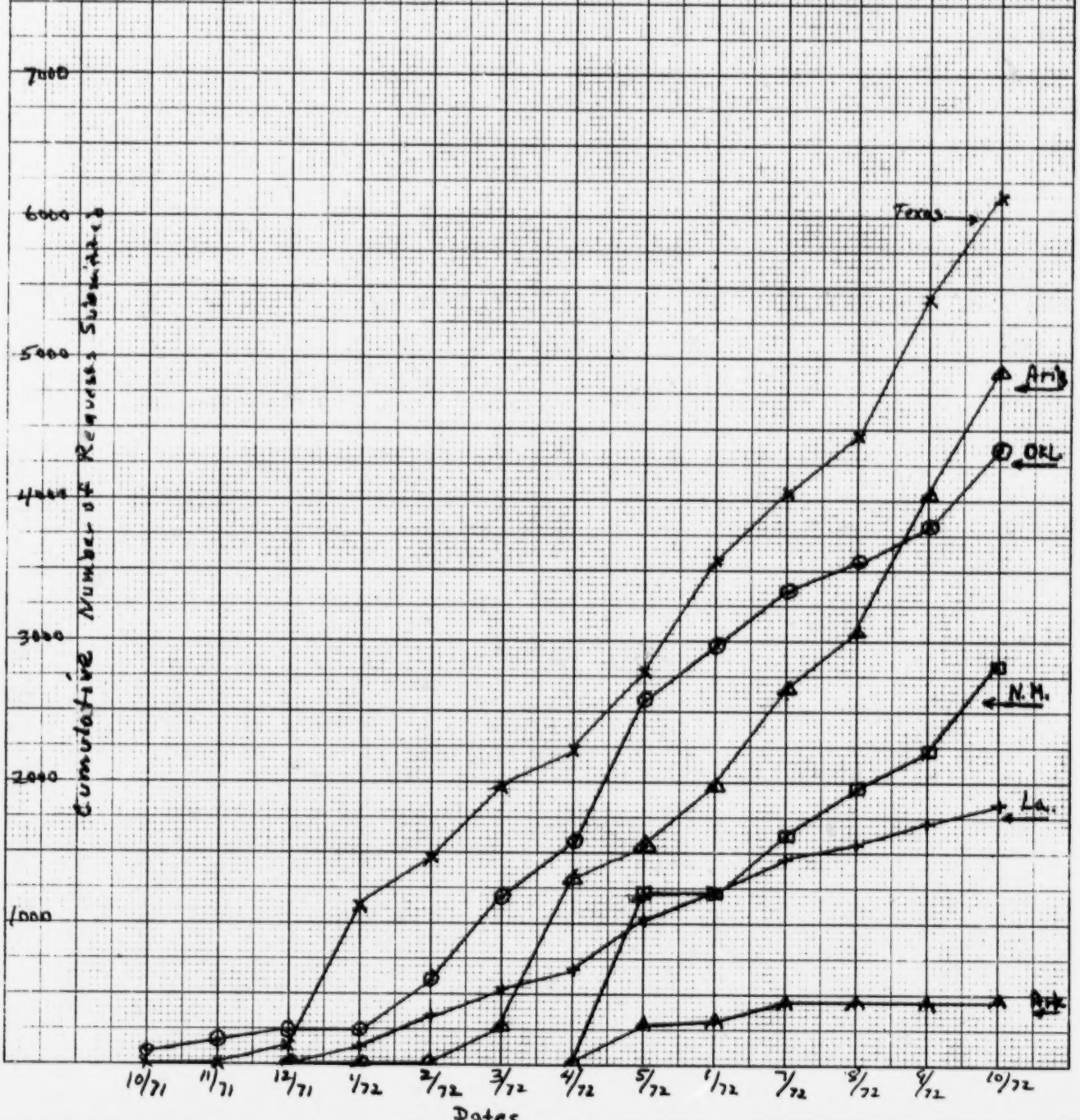


FIGURE II

SLICE/MARC-O SEARCH AND PRINT SERVICE

CUMULATIVE NUMBER OF REQUESTS AND USERS FROM ALL SIX STATES

October, 1971 to November, 1972

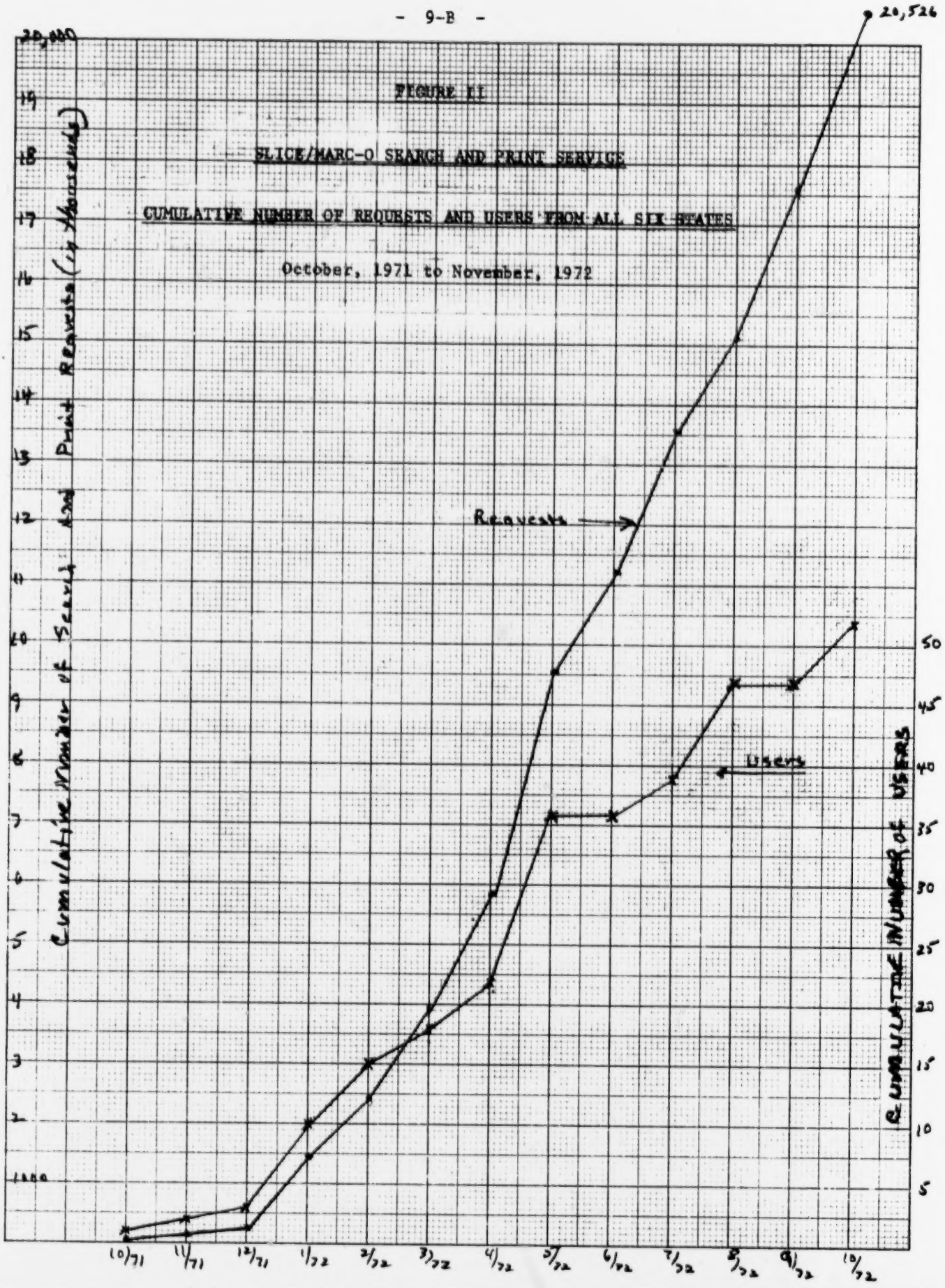
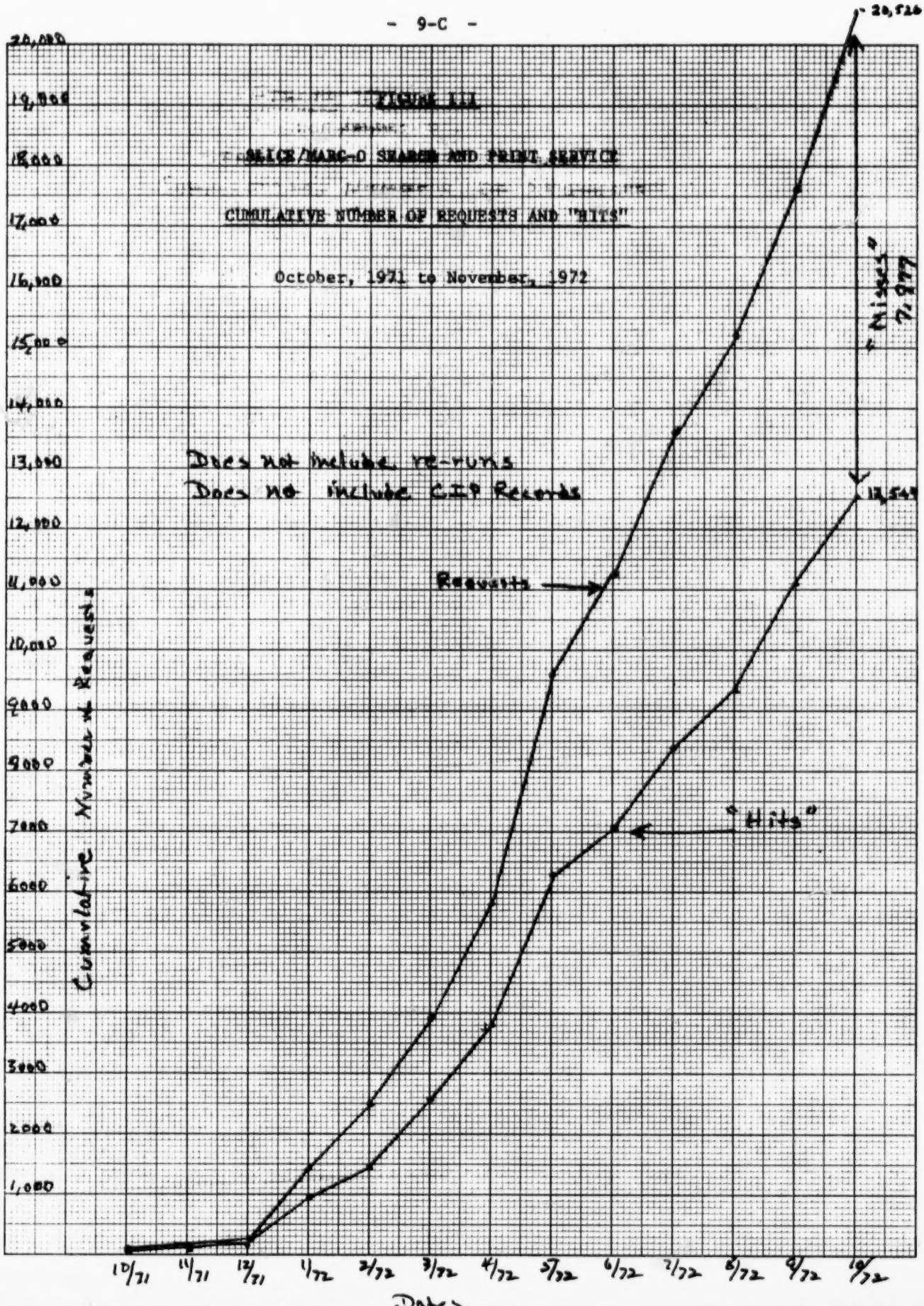


FIGURE III

SELCR/MARC-0 SEARCH AND PRINT SERVICE

CUMULATIVE NUMBER OF REQUESTS AND "HITS"

October, 1971 to November, 1972



Only three libraries in the region used the Search and Copy service during the 13 months study period. Since this service requires the user library to computer manipulate the MARC records so supplied, only those libraries with fairly sophisticated computer capability could benefit from this specific service. The proposed Regional Bibliographic Network (Appendix III-A) is designed to establish a State MARC Service Center in each state with the capability of tapping the MARC-O Data Base through the Search and Copy service. If such a regional network could be implemented, the anticipated volume of Search and Copy use could approach 200,000 records a year.

The SLICE Office has not consistently monitored the two S.D.I. services available from MARC-O. Although every effort was made in the SLICE/MARC-O workshops to illustrate applications of these S.D.I. services, the increase in the number of subscribers was not impressive. A special one-day workshop was held at the Oklahoma Department Of Libraries on July 11th with participants from each of the six states for the purpose of training key state agency library personnel in "interest profiling" and innovative applications of S.D.I. Apparently, the "marketing" of an S.D.I. service will require a different approach than the one used during this first year. As a separate service, it is apparently not particularly attractive to the 624 librarians participating in the workshops. As a component and "spinoff" service of a total bibliographic network system, it has real potential for improving the benefits "and payoff" to network members. Certainly, as a larger number of CIP records are included in the weekly MARC tapes, a S.D.I. service should become increasingly more useful as an ordering and book selection tool. It would seem that this use would be enhanced further by developing the proposed system in which the MARC record of the S.D.I. "hit" could be used directly for input into an automated acquisition system (such as BATAB) and into the automated cataloging system. This is the type of system proposed in Appendix III-A. Additional detailed study of the MARC-O/S.D.I. service needs to be done and hopefully, the MARC-O staff will take the lead in conducting these studies of that service. It should be emphasized that the above conclusions relative to the S.D.I. service are based on Mrs. Paup's evaluation, discussions with MARC-O staff, and general observations.

In addition to "measuring" SLICE/MARC-O workshop effectiveness, users' attitudes, and actual data on use of specific MARC-O services, the third criteria for evaluating achievement of SLICE/MARC-O goals is the response pattern of the MARC-O staff to the emerging demands and needs of a regional bibliographic network development. This criteria is not simple to "measure" or interpret, but it is very important to the future development of MARC-O as the leader in a regional, interstate bibliographic network. In spite of personnel changes during the year, MARC-O responded rapidly to users' requests and maintained the system at a high level of operation with a minimum of "crashes." During the year, MARC-O added additional support staff (clerical and secretarial) to assist in processing requests and was most supportive of all SLICE/MARC-O workshops and related activity. At various times throughout the year, but particularly in August and September, sincere efforts were made to identify MARC-O goals (and priorities) as related to serving Oklahoma as a state library function compared to serving as a regional bibliographic network center for six states. As would be expected, some conflict in these two missions is evident and as yet unresolved. The possibility of MARC-O becoming an organizational entity, separate from the Oklahoma Department Of Libraries, is one alternative solution which should be explored. The larger volume users of MARC-O feel the need for more "participatory planning and management of the MARC-O developments" and this, of course, conflicts with the current administrative pattern of MARC-O as a unit of ODL. The question of organization structure and management policy is intimately related to funding sources and operational costs. As a state government departmental unit, MARC-O

has access to sophisticated computer capability (hardware and programmers) at far less cost than would be possible as a "free-standing entity." As of December, 1971, the Oklahoma Department Of Libraries management and MARC-O staff are reviewing possible future organizational structure, funding sources, and program objectives. It is believed that the future of MARC-O as a center for a regional bibliographic network will depend on the decisions reached regarding these three factors - organizational structure, managerial policies, and economic variables.

Funding of the SLICE/MARC-O project was limited to the $25,000 initial Council On Library Resources grant and this funding was used to support the SLICE Office activities (i. e., MARC-O did not receive any of these funds per se). The SLICE Office staff recognizes that the above analysis (and interpretations) are somewhat superficial. Much additional study is needed on all aspects of the SLICE/MARC-O project. Factual cost studies of the various services at various levels of use need to be done. Cost studies in this type of system are not easy and will require considerable data gathering and interpretation. Preliminary costs studies done by MARC-O personnel indicate the need for further refinement in cost analysis methodology to consider the variables affecting cost data. In addition to cost data at MARC-O, there should also be cost studies performed in the users' libraries. What "savings" did these 52 user libraries realize in requesting 20,276 MARC records (and receiving 12,549)? How did this expedite cataloging or reduce costs in their library?

In brief summary of the SLICE/MARC-O project, from the perspective of the SLICE Office, the following seem to have been achieved this first year:

(1) Specific MARC-O services of possible interest to the region were identified and described in a hrochure. A "Users Manual" was prepared for one service (The Search and Print).

(2) Fifteen workshops were conducted in which 624 persons in the region were "exposed" to MARC, MARC-O, and the concept of a regional bibliographic network based on the MARC-O system.

(3) During the year 52 libraries actually became users of the Search and Print service and the anticipated annual volume of this service is about 45,000 records per year.

(4) Two formal "evaluations" of the SLICE/MARC-O project were conducted (and reported herein).

(5) The Search and Copy service potential is impressive, but depends on a regional network plan to be consistently useful except to a limited number of libraries with "in-house" computer capability.

(6) A proposed regional plan was developed in which maximum use of the MARC-O capabilities could be achieved at minimum initial cost.

(7) As a part of a regional bibliographic network plan, the S.D.I. services have unique potential.

(8) Additional cost studies need to be done at both the MARC-O facility and the user's library.

(9) The experiences of this year have indicated that MARC-O may wish to reevaluate goals and objectives and decide on "future posture" relative to serving as a center for a regional bibliographic network.

(10) Certain administrative, organizational, and financial decisions need to be made by MARC-O if it selects the goal of serving as the center for a six-state regional bibliographic network.

(11) Acceptance of a MARC-based system in these six states has been stimulated and the librarians in the region are more willing to use such a system as a result of the SLICE/MARC-O project.

Further discussions on the evaluation and future of SLICE/MARC-O are presented in Sections V and VII of this report.

## IV. THE CELS PROJECT

CELS is an acronym for a SLICE project concerned with Continuing Education of Librarians in the Southwest. Continuing education of library staffs in the six SWLA states was assigned the "highest priority" of all the interstate needs identified by the participants in the September, 1970, SLICE Planning Conference. The coordination, planning and implementation of the Continuing Education program for all levels of library staffs in the six SWLA states was an integral component in the initial proposal submitted to Council On Library Resources for establishing the SLICE Project. Due to a CLR policy decision, the continuing education component, as such, was not funded by CLR. Thus, each state agency was contacted by the SLICE Executive Committee in November, 1971, and invited to convey $2,000 each to SWLA for the purpose of a CELS project to be conducted by the SLICE Office. After considerable discussion - and several drafts - a mutually agreeable plan for the project was drafted. As soon as the last of the six states conveyed its $2,000 in May, 1972, the plan for the CELS project was converted to a contract format and was executed jointly by SWLA and University of Texas Southwestern Medical School to start on July 1, 1972 at a funding level of $11,000. In a manner similar to the contract establishing the SLICE Office, the CELS contract* itemized specific tasks to be performed and control of the contract was retained by the SLICE Executive Committee. This section of the report is an effort to document and evaluate the work performed, along with the failures and achievements of the six months in which the CELS contract has been in force.

### A. The Plan and Objectives

As specified in the contract, the SLICE Office was to:

1. Conduct a survey of ongoing or proposed continuing education programs designed for library staffs or trustees in the six SWLA states.
2. Conduct a survey of the needs for specific topics and formats for continuing education for library staffs and trustees in these same six states.
3. Report on the findings of these two surveys and recommend an "action plan" or strategy for meeting the continuing education needs identified in the six states.
4. Conduct a one and one-half day Pre-Conference Institute in New Orleans October 31,-November 1, jointly with SWLA/SELA Education Committes. The contractors specific responsibilities for this portion of the project are to be dependent on the level of funding available from SWLA for the Pre-Conference.
5. In summary, the duties of the contractor are implementation of item I. B. 6. (page 2) of the initial SLICE contract executed by SWLA and University of Texas Southwestern Medical School on September 20, and September 27, 1971, respectively in exchange for supplementary funding of $11,000 and extension of the initial contract period to January 31, 1973.

The fact is that tasks 1, 2, and 3 above have not been accomplished; this work still needs to be done. Two "unanticipated major events" occurred in June which completely redirected the first six months of the CELS project. The first of these was an invitation for SWLA and SLICE to join with the National Book Committee, the U. S. Office of Education, an ALA Committee, and the University of Oklahoma in a

*Entire contract was duplicated as Attachment I in the SLICE Third Quarterly Report for the Period April 1, 1972 to June 30, 1972, issued on July 14, 1972.

special regional institute on planning library services for the disadvantaged. The second "unanticipated major event" was an opportunity for a joint project (funded by USOE) with the Ohio State University Evaluation Center for an institute on application of the CIPP Model to planning and evaluation of library programs - including continuing education programs. Both of these are further described below.

It had been initially planned for tasks 1, 2, and 3 to be performed for the SLICE Office on a sub-contract with a person knowledgeable and skilled in continuing education for librarians and with a "surveyor" in each state. For a variety of reasons, the services of an appropriate person could not be retained and surveyors were not procured. Miss Muriel Fuller of the University of Wisconsin did donate two days in July in assisting the SLICE Office Director in developing an outline of two "questionnaires" for the proposed survey. These are available in draft form and, hopefully, can serve as a basis for the needed survey. As of January 1, 1973, a balance of $3,276.35 remains unused in the CELS contract account for tasks 1, 2, and 3. The SLICE Office director has accepted an appointment to meet with an American Association of Library Schools special task group on continuing education and has been investigating various state, regional, and national policies and programs relative to continuing education in general and for librarians in particular. Through facilities of University of Texas Southwestern Medical School, the SLICE Office Director has had a unique opportunity to participate in a training program in "instructional communication" jointly funded by UTSMS and the National Institute of Health (NIH). Several meetings with the SWLA Education Committee representatives and other library educators in the region have indicated the need for the proposed survey as well as the "pitfalls" and problems. But, the fact remains that tasks 1, 2, and 3 have not been performed and need to be completed at an early date. The mechanism for so doing needs to be developed as soon as possible.

In keeping with the SLICE philosophy to implement action programs, the two "unanticipated opportunities" mentioned above were accepted as a SLICE responsibility in meeting continuing education needs of library staffs in the Southwest. These are more fully described as follows:

B. Institute on Library Service to the Disadvantaged

It was felt by the SWLA President and the SLICE Office Director that the opportunity to participate in this Institute could lead to significant advances in regional planning in that area of need. A summary report on this Institute is presented in Appendix IV-A. The SLICE Office handled all detail on selecting the librarian participants from the region with the guidance of the SLICE Advisory Council representatives from each state. An initial list of approximately 350 suggested participants was refined to the 32 finally selected after reviewing all applicants' resumes with regard to the criteria defined by the Institute Planning Committee.

The Institute reportedly had considerable impact on the librarian participants. In the case of three states, follow-up action on further training of local librarians at the state level has already occurred. The "packaging" of the Institute by Virginia Mathews will probably stimulate additional "spinoff" training programs. The suggestions for SLICE regional activity in this area will be submitted for review with the SLICE Advisory Council at their next meeting.

C. The New Orleans Pre-Conference* Institute on Planning and Evaluation of Library Programs

*i. e., prior to the joint Conference of the Southeastern Library Association (SELA) and the Southwestern Library Association (SWLA) held in New Orleans, Louisiana, November 2-5, 1972.

Early in the planning of the CELS project, the possibility of a Pre-Conference Institute pertaining to continuing education was discussed with both the SWLA and SELA Education Committee (or Section) Chairmen. Simultaneously with this preliminary planning, the Ohio State University Evaluation Center was funded by USOE to train state library agencies in the CIPP Model* for application in developing the legally required five-year programs for LSCA-funded expenditures. On the invitation of USOE and at the suggestion of several SLICE Advisory Council members, the SLICE Office submitted a proposal to USOE for presenting the CIPP Model to approximately 300 librarians at the New Orleans Pre-Conference. The Ohio State University Evaluation Center staff simultaneously submitted to USOE a complimentary proposal for assisting SLICE in preparing and presenting the Pre-Conference Institute. A full report of this Pre-Conference Institute is in preparation for USOE and copies will be available from the SLICE Office. A copy of the program is duplicated in Appendix IV-B. Suffice is to say here that one of the objectives of this Pre-Conference Institute on planning and evaluation was to actually begin the developmental planning of regional, interstate programs for:

1. A bibliographic network.
2. An interstate library development agency.
3. A continuing education program for library staffs.
4. Library service for the disadvantaged.
5. A regional medical library long-range development plan for the South Central Region (five states).

Ten task groups worked on these five areas throughout the Pre-Conference and presented their findings to the Pre-Conference Planning Committee and participants. These findings are contained in the final report of the Pre-Conference.

A second objective was the preparation of training materials suitable for use in instructing librarians in the application of CIPP. For example, a two-hour audio tape cassette was produced - and was found to be useful by 81.7% of the 157 participants responding to the evaluation instrument. Details of the training materials prepared are contained in the final report on the Pre-Conference referred to above.

It should be emphasized that the Pre-Conference expenses (about $9,000) were almost totally funded by USOE and participants, thus only about $200 of CELS project money was spent (and no CLR money) on this project other than SLICE staff salaries.

The Pre-Conference was a traumatic experience for the SLICE staff, particularly since nearly 300 persons from fifteen states with different backgrounds and expectations were involved in being exposed to a rather complex topic (CIPP Model) and a sensitive area (evaluation). Frustration levels were high and attitudes were mixed and strongly expressed. The evaluation instruments indicated, however, that over half the participants found the Pre-Conference of value and benefit to their professional development.

Certainly, the SLICE Office Director learned a great deal about systematic planning and evaluation during the preparation for and presentation of the Pre-Conference Institute. It is intended to judiciously apply the CIPP Model to the SLICE Project as appropriate for improving effectiveness in the future.

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*Context, Input, Process and Product Evaluation. An introduction to this Model as applied to library programs is contained in printed form in Ohio State University's publication Planning and Evaluation for State-wide Library Development: New Directions and in audio form in a two-hour cassette produced by SLICE entitled The CIPP Model for Planning and Evaluation of Library Programs.

In conclusion of this section on the CELS project, two "action programs" (bringing to the region additional funding of about $20,000 for continuing education of library staffs) received priority attention from the SLICE Office during the six months of this project. Additionally, the SLICE staff now has a better understanding of the problems associated with continuing education of library staffs. It is now time to complete tasks 1, 2, and 3 of the original CELS contract and get on with the initial objectives of the project - i. e., a regional survey and plan.

## V. EVALUATION OF FIRST YEAR OF SLICE PROJECT

Most of this Annual (First Year) Report is intended to be a factual record of major SLICE activities during the period October 1, 1971 to January 1, 1973. This factual record has been presented as objectively as possible from the SLICE Office perspective. All throughout this first year, those concerned with the management and implementation of the SLICE Project were acutely aware of the need for this "experiment" in interstate library cooperation to be as meaningful and useful as possible. So, the questions constantly asked were: What are we trying to do? How well are we doing it? Are we doing it the best way? How effective (what impact) is the Project? Is the Project leading to improved library services in the six states? Should the Project be continued? Is the Project the best way to use the available "financial and people resources"? How can we determine the answers to these questions?

Thus, "evaluation" must be an important part of any experimental project of this type - if it is to achieve and/or maintain viability. Evaluation is complex since it involves attitudes, societal factors, conflicts in needs and goals, establishment of performance criteria, etc. Evaluation (in the opinion of the writer) should be built in the program, should be continuous, and should be a combination of quantative as well as "in tuitive" measures and should be "participatory." Ideally, one major criteria for evaluation is how well the Project achieved previously stated objectives - which requires the formulation of clearly stated (and measurable) objectives initially. Unfortunately (from the evaluation perspective), such clearly defined and measurable objectives were not formulated for the first year of activity* - thus evaluation related to achieving specific objectives is not possible at this stage of Project development.

Prior to October, 1972, the SLICE Office Director attempted to "evaluate" the Project by open and candid discussions - public and private - with Advisory Council members, Advisory Council Chairman, consultants to the Council, MARC-O personnel and users, interested librarians and trustees, SWLA officers and committee chairmen, state library association officers and publication editors, Council On Library Resources staff, and other interested groups such as USOE personnel, etc. Although these discussions were of great value in determining the general direction of the Project or in making a specific decision on a specific situation, a "quantative" total evaluation picture of the Project was lacking.

In consultation with the Ohio State University Evaluation Center personnel, an "evaluation instrument" was developed in October, 1972, to determine attitudes and reactions of 24 key persons to the Project. The instrument was mailed on October 22nd to these persons with a request that the completed instrument be returned to the Chairman of the SLICE Executive Committee - thereby eliminating any possibility that the SLICE Office staff could identify the specific respondent. Seventeen (70.8%) of the instruments were returned. The full instrument with composite responses is duplicated in Appendix V. Comments volunteered in the replies are also presented in Appendix V.

The remainder of this section will be a summary of these responses and Mrs. Paup's findings with discussion of possible implications to the future of the SLICE Project. The organization of this section follows the arrangement of the evaluation instrument reproduced in Appendix V.

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*Frankly, the SLICE Office Director had limited knowledge or experience in evaluation methodology prior to May, 1972, when work was started with the Ohio State University Evaluation Center Library Project on application of the CIPP Model to library programs.

A. Project Administration and Office Management

Replies to all questions in this category are considered "favorable" except the following:

#4 Replies indicate a need for SLICE Office to do more participatory planning and better identification of priorities on "action programs."

#8 Replies indicate SLICE Office needs to take fuller advantage of all opportunities for developing interstate cooperation.

#11 Replies indicate a need to more clearly define objectives and purpose of the Project.

In general, the respondents felt the Project had been well managed and responsive to needs, but would like to see a more aggressive and specific effort with fuller Advisory Council participation in planning.

B. Fiscal Accountability and Funding

Replies to all questions in this category considered "favorable" except the following:

#3 There is lack of agreement from the respondents on the benefit/cost aspects of the Project to their state.

#7 The respondents are undecided regarding the need for a new means of obtaining state financial support for the SLICE Office, but the responding State Librarians (who are contributing the state's funds) were less concerned than were the total respondents.

#10 "Proportionate formula" funding for the SLICE Project received as many negative responses as positive responses; the respondents are not agreed on this possibility for funding basis.

In general, the respondents indicated a willingness to continue to support the SLICE Project, but were interested in considering other methods* of support and in improving the benefit/cost ratio for their state's contribution.

C. Reporting and Communicating

Replies to all questions in this category were generally "favorable" except for the following:

#3 Respondents were not in agreement on wider distribution of monthly and quarterly SLICE Office reports.

#8 In like manner, respondents were not in agreement on direct distribution of SLICE Office reports to librarians in their state; some preferred to "carry the message personally."

#10 There was some indication that the SLICE Office is "over-reporting" rather than doing action projects.

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*The current method of support is outside grants ($28,900) and state contributions ($4,000/state) as a "Membership Fee" in SLICE through the State Library Agencies.

In general, most of the respondents were satisfied with the current levels and frequency of reporting and were willing to have these reports shared nationally. More frequent "press briefs" for association editors seem desirable, according to the responses.

D. SLICE Advisory Council Organization and Role

Respondents indicated considerable lack of agreement and differences of understanding on nearly all the questions in this category. It is evident from these responses that further clarification of the role and responsibilities of the Council is needed, particularly among the state library association representatives. In general, all respondents indicated concern regarding expanding the Council to include broader representation of different types of libraries, but many cautioned against such a practice. The replies to question #9 strongly indicate considerable variances in the individual Council members fulfillment of their "reporting responsibilities" to libraries in their own state.

This category obviously needs attention at an early date, particularly in view of the new SWLA reorganization and the Project goals for 1973-1975.

E. The SLICE/MARC-O Project

Generally, all the responses to this category were "favorable" or "undecided." Respondents showed greatest disagreement on questions #3, #5, #6, #8, #9, indicating a difference of opinion regarding MARC-O services (or lack of certain services) and the SLICE/MARC-O workshops. There was also indication that reorganization of the MARC-O administrative structure and decision-making policies might be desirable. The need for a "users group" and participatory planning is strongly indicated. Respondents (as a group) were undecided on the need for and willingness to pay for an Ohio College Library Center-type system in the region. Most respondents anticipated increased use of the MARC-O system in the future and indicated the desire for strong MARC-O leadership in developing a regional bibliographic network.

Reviewing Mrs. Paup's evaluation report of SLICE/MARC-O, there is a strong indication that the MARC-O system - as presently operated and with its present services - can continue to grow in usage for a period of time. However, current users would like more participatory planning and certain new services, particularly catalog card sets production. Other specific new services suggested are itemized on page 7 of Mrs. Paup's report (Appendix III-D). The climate appears favorable for a systematically planned and cooperatively operated regional bibliographic network - if the price is right and the services of highest quality.

F. The Continuing Education for Librarians in the Southwest (CELS) Project

As had been anticipated, responses to the questions in this category were not too favorable. As was discussed in Section IV A of this report, the CELS project has not gone as initially planned due to a variety of circumstances. The respondents indicated their dissatisfaction with this situation, urged SLICE to proceed with the project as planned, and expressed concern over the possible need to bring in "outside personnel" to actually perform the tasks needed in this project. There was considerable diversity of opinion as to the involvement of library educators in the project, but there was almost unanimity that a regional coordination and planning of continuing education for librarians was of highest priority.

G. "Impact" of SLICE on Library Development in the SWLA Region

This category was designed to try to "measure" the ultimate overall effectiveness of the SLICE effort, rather than evaluating specific projects. The ultimate "mission" of the SLICE Project is to assist in the improvement of library

services to all citizens in these six states through cooperative regional library development. In general, the total responses to all the questions in this category were "favorable", with the exception of question #10. The responses to question #10 and the scattering of replies to questions #4, #7, and #9 indicate a diversity of opinion regarding the organizational and legal structure of an interstate library cooperative and a concern for the relationship of an interstate regional library development agency and the individual state library agencies' responsibilities for library development. These responses are as expected and give further indication of the need for more systematic, participatory long-range planning in the region. The comments of the respondents to this category further emphasize some of these organizational, socio-political, and legal challenges.

In general, it is concluded that the first year of SLICE has had some "impact" and the future is positive, but needs to be "charted" for the long voyage ahead!!

Reviewing the "composite" of the various evaluation efforts and findings, how well did the SLICE Project achieve the initially defined intended goals? Referring to the Council On Library Resources' "Recent Developments" announcing the funding of SLICE (Appendix I-C), it seems that only preliminary progress has been made on all the stated goals (with the exception of "program of education designed to acquaint librarians in the region with MARC-based services ..."). It is obvious that the Project fell short of achieving "centralized planning, development, and coordination of educational and other library activities in the region." It is believed that the Project has demonstrated the "feasibility of establishing a permanent office for promotion and coordination of regional interlibrary activities." Regarding "long-range plan for interlibrary cooperation and recommendation to appropriate library agencies in the states regarding action needed to permit or enhance such regional cooperation," the first year has provided a base of experience which can now be directed to this goal.

In conclusion of the evaluation phase of the SLICE Project, it seems that the following major points should be helpful in improving the Project's viability, achievements, and value to the region:

1. Goals and specific objectives need to be further articulated and more clearly defined.

2. Greater participatory and systematic long-range planning needs to be implemented and all opportunities for enhancing interstate library cooperation need to be considered.

3. Composition, function and organization of the Advisory Council should be reviewed and more clearly defined. Involvement of large academic libraries needs to be considered.

4. MARC-O has the potential for serving as the nucleus of a regional bibliographic network, but review of operational policies is believed desirable.

5. The CELS project needs to get "back on track" and do what was initially planned.

6. SLICE Office management could be improved by reducing volume of "reporting" and by sticking to previously established priorities.

7. Legal, financial, and organizational aspects of an "interstate library development agency" need further analysis and planning. The SLICE Advisory Council has the potential for serving as the nucleus for such an agency, if it were so inclined and adopted this function as a specific objective.

## VI. BUDGET AND FISCAL MATTERS

During this first year very careful financial records of SLICE Office expenditures have been maintained for not only monitoring the financial situation, but also for documentation of the various costs of the Project. Since funds were being received from five "sources", the accurate accounting of these expenditures by "source" was also necessary. In the initial contract between SWLA and University of Texas Southwestern Medical School establishing the SLICE Office, the responsibility for Office accounting was assumed by UTSMS through the Grants Accounting Office. Due to a variety of reasons too numerous to discuss, it soon became obvious that the SLICE Office would have to keep its own "set of books" to insure current fiscal accuracy.

The total SLICE Office direct cost expenditures* by budget line item and by "source" for the first fourteen months of the Project have been as follows:

| Item | CLR Grant | State Funds | USOE Grant | Other* | Total |
|---|---|---|---|---|---|
| Salaries | $17,709.97 | $6,424.85 | $697.50 | - | $24,832.32 |
| Emp. Benefits | 880.73 | 114.78 | 3.49 | - | 999.00 |
| Travel | 2,500.00 | 500.00 | - | $810.35 | 3,810.35 |
| Supplies | 909.30 | 73.17 | 1,038.05 | 745.39 | 2,765.91 |
| Printing | 1,700.00 | 222.19 | 497.47 | 150.00 | 2,569.66 |
| Telephone | 1,300.00 | 120.57 | - | - | 1,420.57 |
| Consultants | - | 419.51 | 1,388.40 | 2,620.73 | 4,428.64 |
| Equip. Rental | - | 103.50 | - | - | 103.50 |
| Total | $25,000.00 | $7,978.57 | $3,624.91 | $4,326.47 | $40,929.95 |
| Indirect Costs | - | - | $294.00 | - | $294.00 |
| Total | $25,000.00 | $7,978.57 | $3,918.91 | $4,326.47 | $41,223.95 |

The relative distribution of total fourteen months expenditures from these sources and the average monthly rate of expenditure by budget line item is as follows for the SLICE Office activity as shown on the next page.

*SWLA funds and "income" from New Orleans Pre-Conference. Does not include money spent by Ohio State University for SLICE (about $6,000.00).

| Item | % Of Total | Average Monthly Rate |
|---|---|---|
| Salaries* | 60.4 | $1,650. |
| Emp. Benefits | 2.4 | 72. |
| Travel | 9.3 | 270. |
| Supplies | 6.7 | 190. |
| Printing | 6.2 | 182. |
| Telephone | 3.4 | 110. |
| Consultants | 10.8 | 326. |
| Equip. Rental | 0.2 | 10. |
| Indirect Costs | 0.6 | 20. |
| Total | 100.0 | $2,830. Avg. Cost/Month |

It should be emphasized that the above costs are only costs for the SLICE Office; the total cost of the SLICE Project is much greater. For example, the above costs do not include any of the expenses associated with the SLICE Executive Committee or the SLICE Advisory Council. The costs of the Executive Committee and the Advisory Council have been mainly paid by the individual participants, thus there is no accurate composite record of these. It is estimated that each Council meeting cost at least $2,500. To date, direct costs for SLICE-related activities - other than the SLICE Office - have totaled $2,118.74, according to the records of the Chairman of the Executive Committee. Assuming the contributed expenses were four times this amount, a total of $9,618.74 was contributed and expended on the SLICE Project by the Advisory Council and SWLA.

Another "cost" item which is not included in the above are indirect costs associated with operation of the SLICE Office. These were donated to the Project by University of Texas Southwestern Medical School for the first fourteen months. Starting January 1, 1973, indirect costs will be charged to the SLICE Office at the Training Grant rate of 8% of direct costs. If this indirect cost had been charged to the Project the first year, the cost would have been $3,280.00 in addition to the direct costs itemized above.

A third "cost" item which is not included in the above are those costs to the fourteen SLICE/MARC-O workshop sponsors. With the exception of three workshops, each local sponsor contributed all expenses of printing and distribution of announcements, programs, materials, registration, local facilities, audio visual equipment, etc. Assuming an average cost of $200.00 per workshop, the total costs contributed by local workshop sponsors was probably about $2,200.00.

An additional "cost" item not included in the above are the costs to the Oklahoma Department Of Libraries for the MARC-O personnel and activity in the SLICE/MARC-O project. Exact ODL costs resulting from the SLICE/MARC-O project are not available to the writer at this time, but it can be assumed that a minimum level of ODL contribution was at least $500.00 per workshop which calculates to be $6,500.00 for the thirteen in which ODL personnel participated. Preliminary cost estimates by ODL indicate that the SLICE/MARC-O project direct costs were about $20,000.00, conservatively.

*The SLICE Office Director was on leave of absence without pay for four weeks, therefore this figure is low by about $150.00.

The cost of the Norman, Oklahoma, Institute on Library Services to the Disadvantaged should be included in this review of accumulated total costs of the SLICE Project. The approximate total cost of this Institute (fiscally managed by the University of Oklahoma School of Library Science) was $13,000.00. In like manner, Ohio State University spent approximately $6,000.00 assisting in the SLICE New Orleans Pre-Conference.

Thus, in summary of all costs associated with the SLICE Project this first fourteen months, the following estimates seem realistic:

| | |
|---|---|
| SLICE Office, Direct Costs | $40,929.95 |
| SLICE Office, Indirect Costs (donated) | 3,280.00 |
| SWLA/Advisory Council Costs, Actual | 2,118.74 |
| SWLA/Advisory Council Donated Costs | 7,500.00 |
| Local Workshop Costs (donated) | 2,200.00 |
| Costs to Oklahoma Department Of Libraries (donated) | 20,000.00 |
| Costs of Norman Institute & Ohio State University Expenditures | 19,000.00 |
| Total Direct Cost of SLICE Project (14 Months) | $95,028.69 |
| Cost Per Month (Average) | $6,780.00 |

In keeping with the philosophy of "objectivity", the question of benefits compared to costs has to be asked. Benefits are difficult to measure. The evaluation of the SLICE Project is presented in Section V. Suffice to say at this point that on a financial basis, the above TOTAL costs equates to$1.02/mo. per member of the six library associations. Only they can tell if the benefits were equal to that cost per month.

## VII. THE FUTURE

As of December 4, 1972, the immediate future (for two years) of the SLICE Project was clearly determined by the $50,000 grant from the Council On Library Resources. Specifically, during the next two years the SLICE Office is charged with the general responsibility of "working toward the development of a systematic regional plan for increasing and stimulating the sharing of library resources, services, and expertise among all types of libraries in the six SWLA states," quoting from the proposal dated December 15, 1972.

Further quoting:

"Design requirements and cost data will be developed for various alternative types of regional bibliographic networks.

Particular emphasis will be placed on developing a systematic, modular plan for maximizing the use of MARC records in an interstate network configuration designed to best serve the SWLA region.

In the same manner, state-based interlibrary loan networks in the region will be reviewed and compared with the intent of developing a plan for regional interlibrary loan network compatible with the bibliographic network.

Since adoption and use of new systems requires acceptance by librarians, "participatory planning" is necessary for successful implementation of any regional plan. Through a series of Planning Conferences and Working Papers, the key librarians in the region will be invited and encouraged to participate in the planning process.

In like manner, implementation of a plan is not possible without the support of top administration. Meetings will be arranged with regents, governors, school administrators - at the state level - to share the planning data and to seek their assistance in implementation. If appropriate and necessary, legislation required for organizational and financial support of the regional network will be proposed."

"An additional specific aim of the two-year project is to objectively determine the need for and function of a possible 'interstate regional library development agency'. Financial, legal, and organizational aspects of such a regional agency will be reviewed and analyzed. Developments in other interstate regions and national trends in regional structure and planning will be considered. Recommendations will be made regarding the future developments of the SLICE Project Office or other organizational alternatives (such as a Federation of States or an Interstate Library Compact)."

Thus, for the next two years the work of the SLICE Office is clearly determined to be that of "planning" rather than "action programs." In order for the planning to be meaningful, however, every effort will be made to employ participatory, incremental planning strategy related to measurable, specific target objectives identified by the SLICE Advisory Council.

Actual physical growth of the SLICE Office and staff is not anticipated. In January, 1974, the SLICE Office will move to a three room suite in the new Bio-Information Center at the University of Texas Southwestern Medical School. At that time, the SWLA Executive Secretary may physically join the SLICE Office for efficiency reasons.

As the "Research and Development Unit" of SWLA in the new organization plans adopted by the SWLA Board on November 2, 1972, the SLICE Office will seek to assist other SWLA groups in achieving their goals for regional library development, improved continuing education programs for library staffs, and a viable association "Work Program." After all, SLICE <u>is</u> a project of SWLA and is dedicated to the

mission of strengthening the parent association. Thus, closer communication with the SWLA Board and the various newly formed Interest Groups will be employed to create as meaningful role as possible. The future of SWLA and SLICE are intertwined and should be synergistic and not fragmented.

It is hoped that the many projects proposed for SLICE to undertake during the past year will be assumed by an appropriate SWLA unit or groups. Perhaps the SLICE Office can assist the SWLA Board in obtaining funds to help support the various Work Programs and projects of SWLA. Ideally, the SLICE Office should serve as a "clearinghouse" of innovative library projects in the region and should assist in systematic "problem solving" related to regional library development or problems of concern to more than one state. As appropriate and possible, the SLICE Office will try to function in these roles through the Advisory Council, SWLA groups, and various publications.

In addition to SWLA influence on the future of SLICE, another "external factor" that will have considerable effect on SLICE are the individual library development plans and programs of the six SWLA area states. Each state library agency has recently developed a long-range, five-year "plan" for library development - particularly concerning LSCA funded projects*. It is essential that any SLICE activity or planning be compatible with these individual state plans if a true regional interstate effort and organization is to be developed. The SLICE Office staff is analyzing these state library agency plans for similarities and differences and will work closely with each state library to assist in achieving those goals and objectives consistent with systematic regional development. Again, SLICE must be synergistic with the individual state library agencies if it is to be effective.

A third "external factor" which will influence the future of SLICE is national developments and patterns of federal programs. Until recently, federal planning seemed to be oriented to "regionalism" with considerable authority and funding discretion at the federally designated regional level. This organizational structure was encouraged by a variety of legislative actions and Presidential Executive Orders**. Multistate regionalism encouraged inter-agency and inter-governmental relations. LSCA Title III funding patterns were consistent with this national

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*State plans available are:

(1) Arizona Department of Library and Archives, "State of Arizona Long Range Program, 1972/73-1976/77", Phoenix, June, 1972, 44 pages

(2) Neal, Frances Potter, compiler, "Arkansas - A Long Range Program for Library Development in Arkansas, 1972-1977", Arkansas Library Commission, June 30, 1972, 60 pages

(3) Louisiana State Library, "Clear Purpose - Complete Commitment: A Long-Range Program to Provide Louisianaians with Library and Information Services Adequate to their Needs, 1973-1977", Baton Rouge, 1972, 69 pages

(4) New Mexico State Library, "A Five Year Program for Library Development in New Mexico, 1972-1977", Santa Fe, 1972, 27 pages plus appendices

(5) The Texas State Library has prepared a five year plan, but it has not as yet been released. Publication is scheduled for January, 1973.

**Executive Order No. 11647, February 12, 1972, 37FR3167, "Federal Regional Councils," Also see Advisory Commission on Intergovernmental Relations, "Multistate Regionalism," April, 1972, 271 pages.

policy - and the SLICE Project was "on target." In that connection, the USOE Regional Library Program Officer was of invaluable assistance in the first year of SLICE activity. Recent trends in revenue sharing and decentralization of federal funding to the state and local level create a new environment in which multi-state regionalism has an uncertain future. (In the writer's opinion, much of the progress made in systematic library development since 1959 may very well be lost if this decentralization to the local level continues, since it tends to discourage cooperative state-wide or interstate sharing of resources and networking.) Thus, from the SLICE Project perspective, the influence of national, federally funded programs is an unknown variable at this time. This "external factor" will be important during the next two years and every effort will be made to adapt to the emerging trends as they develop.

The long-term future of the SLICE Project is dependent on how well it achieves the tasks funded by the Council On Library Resources and the state library agencies in the December 15, 1972, proposal quoted in the beginning of section VII. If these tasks are well performed, the future should be good; if these tasks are not done well, the future - rightfully so - would not be good. So, enough of reviewing Year 01. Lets get on with the new assignment for Years 02 and 03!!

# APPENDIX

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APPENDIX I-A

# SWLA-ALA CHAPTER RELATIONSHIPS PROJECT REPORT

## Conclusions and Recommendations

*By Grace T. Stevenson*

Final report to be published in full by American Library Association under the title *The Southwestern Library Association Project Report: American Library Association Chapter Relationships–National, State and Regional.* Preprinted by permission.

## CONCLUSIONS

Professional library associations have not been exempt from the critical questioning directed at many of our national institutions in recent years, questions about their purposes, organization, and operation. This questioning is good. All institutions should be scrutinized periodically to ascertain whether their purposes and framework, which may have met well the needs of another time – and not so long ago a time in this era of speedy change – fit equally well into the requirements of today.

The ALA, after the expression of great dissatisfaction on the part of some of its members, appointed its Activities Committee on New Directions for ALA in 1969. The committee's report,[1] submitted in June 1970, is still under discussion. NELA also appointed in 1969 a New Directions Committee. The report of this committee was discussed by the membership at its meeting in October 1970, but recommendations for major structural changes were tabled. In 1966 the PNLA structure was examined thoroughly and a new constitution and by-laws were adopted. The president reported that since that time major time and effort have gone into shifting the organization over. The president and president-elect are now working with the executive board and chairmen and vice-chairmen of the divisions to effect changes and to test the membership on whether they really mean that PNLA should be a continuing education vehicle rather than the traditional library association. California Library Association, one of the largest in the country, is also studying a proposed plan for reorganization.

The constitution of SELA is under study and will be revised to bring it in line with actual practice. At the same time SELA is working toward the establishment of the Southeastern Library Research and Development Institute. Included in the statement of purpose of this institute is the following: "To identify, analyze, and synthesize areas in which research is needed for the maximum development of libraries and library service in the Southeast . . . to serve as a clearing house for research . . . to carry out a research program."[2]

The initiation of the current study by SWLA is expected to set in motion some purposeful changes within that association and its constituent states. None of the state associations has undergone similar studies, but the dissatisfaction about the state associations within SWLA by their members (dissatisfactions that would be duplicated in other states) indicates that changes are needed there also. Within the past three years three of the states within SWLA, Arizona, Louisiana, and New Mexico have had statewide surveys of their library resources and services. Oklahoma, Texas, and Louisiana have adopted goals and work programs for their associations. Arizona has adopted a statewide plan for library development. Arkansas had a survey of its public library services in 1964. The surveys of library resources and services do not include the state associations, but their recommendations cannot be effected without the support and cooperation of the state association and its individual members.

The most impressive fact which came out of this study was the evidence that many librarians know so little about their professional associations at any level, state, regional, or national. The result is confusion, frustration, and dissatisfaction – members and non-members unhappy with their associations because they do not understand their purposes nor how to use them. All of the library associations need to design and use continuously a program of information about their objectives, structure and program. The concomitant is the obligation on the part of librarians to inform themselves about their associations, both for their own advancement and that of the profession and library service.

### Association Programs of Work

Replies to the questionnaires and comments from the persons interviewed point to the basic elements essential to giving library associations at all levels meaning and purpose. There were repeated expressions to the effect that their association had no goals, no work program, little in which to involve its members. The number one priority for all of the associations is:

a. Definition of its objectives and goals
b. Adoption of a work program, involving all units in its formulation, with a calendar for realization of goals
c. Examination of structure to see if it provides the means to carry out the work program
d. Assignments of tasks to subunits and individuals
e. Allocation of association funds to those units of the association whose programs are planned to advance the goals
f. Requirements of frequent progress reports to be publicized
g. Use of the annual conference as one means to advance the program

Responses made it clear that the cooperation of the subunits of an association with the overall program was somewhat less than 100%. There are a few myopic librarians whose visions of their profession does not extend beyond their immediate responsibility, who cannot be convinced, as Joseph Wood Krutch put it, writing about the spring peepers, "Don't forget we are all in this together."[3] The man who is quite willing to let other people work for the legislation, the funds, standards, technical and professional improvements from which he benefits, showing no interest in any but his own close concerns, is getting a free ride. All of the specialized groups need to be helped to see how their special interest fits into the overall program, to understand the relationship of things to each other, how what they want to do can be made an integral part of the overall program.

One of the programs most frequently listed as needed was continuing education, at all levels, in all forms, and covering all subject matter. There were many requests for educational opportunities at the regional level within the states – workshops, institutes, short conferences, seminars, etc., in both general and specialized subject fields.

### Conferences

There will always be librarians who want their annual conference to be largely a social affair, listening to a few pleasantly trivial speeches, avoiding the business meetings (where decisions are made about which they will complain later), dressing up for cocktail parties, lunches, and dinners, and having a good time with their friends. Too many state and regional conferences have all the aspects of a woman's club meeting. Even the ponderous ALA slips occasionally – one recalls a few speeches like Bennett Cerf's in Miami Beach. Granted that you can't always know what a speaker will say, even though he has been instructed, but if he has been chosen because he can shed some light on a problem under discussion, and carefully briefed, he is less likely to wander off into unproductive bypaths.

There is another aspect of conferences – the man hours expended there. Those man hours, and in some instances expenses, are paid for with public funds and we have no right to waste them in trivialities. A working conference does not

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preclude any social life, but it is based on a solid program of work, discussion, and learning. For too long many of our professional associations have drifted, doing what was timely, faddish, or expedient with little thought of systematically applying themselves to library problems.

Several times in the interviews the question was raised, "It this a social or working group?" It was obvious that they wanted the latter. The members have been underestimated by the leadership. Many of them want their professional associations to do something constructive, want a feeling of accomplishment in working for and with an organization that has a purpose and a program.

## Structure

Tightening up the association's structure, particularly in relation to committee appointments and and limiting the number of offices and committee appointments held simultaneously, carrying out the recommendations of the recent surveys, and a work program will provide more opportunity for membership participation. For the most part, the structure of the associations encourages the free flow of ideas and general membership participation. The machinery has not been used very well, either by those in official positions or by the interested and aspiring member. There is no magic formula for achieving this. Members need to familiarize themselves with the association's structure and be diligent in its use. Officers and committee members, influential members of the association, and library directors need to be constantly alert to the talents of new and younger librarians and their usefulness to the association. There is also the responsibility of the individual librarian to volunteer for assignments which he thinks he is capable of handling. Experience in association work not only contributes to the strength of the association, but helps to develop the individual as well.

## Membership

An active association with interested members working on a substantive program is more likely to attract new members. There was a general impression that membership promotion did not get much attention in the associations. The severe limitations of funds suffered by the associations would seem to make a continuous membership promotion program a necessity.

It is still necessary to encourage people in as personal a way as possible to join their professional associations. The Weinbrecht study of 1963 reiterated this. The replies from young people who had graduated from library school in the preceding five years included such comments as: "Invitations I received were too impersonal." "The organizations are far too impersonal, one gets the idea, 'Who cares whether you belong or not'."[4] A. P. Marshall, in a companion piece, says, "Weinbrecht's study reveals that, among the younger professionals, at least, there needs to be a re-study of the definition of professionalism. Some librarians hold that a professional has an obligation to join bonds with the thousands of others in the field for general improvement, individually and collectively. Any person, then, who has a concern for his own personal growth, and the development of library work in general, should certainly not wait to be asked to join the association, but should 'seek out' the organization and ask to be a member."[5]

There is more to professionalism than a Master's degree. A professional attitude is equally important. Francis Bacon expressed this several hundred years ago in this way, "I hold every man a debtor to his profession, from the which as men of course do seek to receive countenance and profit, so ought they of duty to endeavor themselves by way of amends to be a help and ornament thereto."[6] How equate that sentiment with that of the young academic librarian who replied in his interview, "I frankly don't know anything about ALA – SWLA – state library association relations or what the national, regional, and state library associations are doing or what they haven't done or what they ought to do. I am not a member of SWLA or ALA and it is unlikely that I become a member of either in the near future . . . I'm really not too interested in library associations." Recently out of library school, what was he taught, or not taught, that would breed such an attitude?

His was the most vehement reply, but not the only one in this vein. The JMRT recommendation quoted earlier that membership, present and potential, be better informed about their associations should be taken very seriously. Librarians must be helped to see how the activities and decisions of their professional associations impinge on their daily lives.

## Publications

The publications program of all of the state associations should be reviewed in the light of regional development and needs, the quality of the publications now issued, their format, and their drain on the association's funds and manpower. All of the state associations publish journals and Arizona also publishes a newsletter which is scheduled quarterly between issues of the *Arizona Librarian*. Examination of the issues of these journals for the past three years leads one to the opinion that there would be no devastating loss if they ceased publication and something else were substituted. All of the journals, except *New Mexico Libraries*, are set in hot type. Only Texas and New Mexico pay their editors. The need of the association could be served by a good newsletter, with an attractive masthead, produced on a fair quality of paper by some photoduplication process. Printing costs are increasing and advertising becoming more difficult to secure. Eric Moon, former editor of Library Journal, said in 1969, "The deadliest disease afflicting the library press is proliferation. The kindest and most conservative estimate I am able to bring myself to make is that there are at least three times as many library periodicals in this country as we can afford or are necessary. Perhaps the most constructive single thing that could be accomplished would be to persuade at least one in three publishers of a library periodical to cease publication."[7]

## Relations With Other Associations and Agencies

It is obvious from replies to interview questions that several of the state associations need to improve and strengthen their relations with their state library agencies. This can, and should be, a very profitable partnership for both parties and with the present tendency in federal funding it is indispensable. A study, such as Oklahoma has made, defining the distinct roles of the state library association and the state library agency, would profit each state.

Closer relationships with other educational assiciations and agencies would expand the knowledge we have of our communities, improve our service thereto, and, possibly, be helpful politically.

## Secretarial Assistance

Paid secretarial assistance, even on a part time basis, is essential if the associations are to move forward on a substantive program of work. It would relieve officers and committe members of much routine work, would keep the records and files in good condition, and provide the corporate memory so important to the continuity of an association's program, and so difficult to maintain with constantly changing officers and committee members whose first responsibility must be to their own jobs.

## Regional Associations

ALA's concern with its state and regional chapters extends back over half a century. They are important elements of the organization since they are the one communication link with librarians at the local level. Yet no satisfactory integration of the state, regional, and national activities has been achieved. The Fourth Activities Committee Report,[8] which emphasized the decentralization of ALA activities, made some very specific recommendations about regional as-

sociations. They made provision for a joint structure; stipulated that within their regions the regional associations should be the authority for all library programs or policies that effect regions alone; and that only members of ALA would be eligible for regional membership.

The report of the Cresap, McCormick and Paget Management Survey in 1955[9] recommended that closer working relationships be developed betwen the chapters and ALA. The Report of the Activities Committee on New Directions for ALA[10] made no recommendations regarding state and regional chapters, but the revised working paper of the Panel on Democratization and Alternative Patterns of Organization for ALA does describe a regionalized organization, presumably to be considered at some future date. At no time during all of these years has the place of the chapters been discussed with the chapters themselves. They surely have their own views about their status within the association and their role in its activities and should be consulted on any plan which affects them. This study will make no recommendations as to the place of the chapters within the ALA structure since this should be a matter of consultation and negotiation among ALA and the chapters. This study does not entitle SWLA to speak for other regional chapters. ALA is, itself, undergoing some organizational changes within which ACONDA gave the state and regional chapters only a passing word except to propose that they lose their representation in the governing body of the association of which they are a part. Suppose ALA becomes a federation of national library associations and what are now ALA divisions – what then for the chapters?

There is much besides their place in the structure that needs discussion between ALA and its chapters – the allocation and responsibility for program, the ever recurring request for regional meetings; the possibility of regional ALA offices, or the partial support by ALA of regional offices; the possibility of a Chapter Relations Office at headquarters. The ALA structure should provide an opportunity for continuing discussion with the chapters of such concerns.

## Southwestern Library Association

There was much uncertainty in the minds of the persons interviewed about the place and function of SWLA. Questions concerning the association were consistently left blank – obviously few people identified with it. This goes back to the comment of the president of SELA, as quoted above, about the difficulty of defining the role of a regional association and its place in the hierarchy. Some of it can be attributed to the fact that nobody deliberately joins SWLA, they become members by joining their state association which then remits a portion of their dues to the regional association. This is a formula which has been advocated nationally in the past as a means of tying together the different levels of library association, but with the widely varying dues schedules of all the associations it seems an unlikely solution on so broad a scale now. Some people were not aware that they were members of SWLA until they received the *Newsletter*.

The question asking what programs would be most effectively carried out at the regional level was often unanswered, or answered with the vague, "Coordination and cooperation." The few specific replies listed conferences and workshops, continuing education, union lists, information and reference networks, and joint acquisitions policies. At its meeting in Arlington, Texas in September, the SWLA Interstate Library Cooperation Committee identified the following library service needs in the Southwest:

Education of library personnel, pre-service and post-service, including continuing education.

Improved access to all resources.

Bibliographical control (particularly of state and municipal documents).

Reaching non-users, including the urban and rural disadvantaged and those in sparesly settled geographic areas.

Shared data processing expertise and products.

Development of a library research center to provide information for better state and regional planning.

Resources directory of strengths in the region.

Shared personnel and expertise in program development and implementation.

Project coordination for the region.

Establishment of some sort of "clearing house" to provide communication and information on projects being planned or undertaken in the region.

Exchange of library science students.

There is enough here to provide SWLA with material for a solid program of work involving several or all of the states. The next two years should be devoted to working with the state associations on the development of a work program, with priorities, a calendar and assignments. There is at present a spirit of cooperation among the states and among individual institutions within the states. Let this not be thwarted by any inclination among the state associatons to be possessive about programs which they may have originated, but which could be useful region wide. If the pooling of funds, resources, and manpower to advance such projects will result in better library service for the people of the region, it should be remembered that it is for them that these institutions exist—not for their own prestige.

The structure for tying together the SWLA and its state constituents exists—it only needs to be used more knowledgeably and more diligently. Only one state association, New Mexico, reported referring anything to the SWLA Executive Board through their representative on that Board during the past three years. This is worse than the record of the use of ALA Councillors. A total of eight issues have been referred to the ALA Council by the councillors from these six states during the past three years. With the fad for bumper stickers one might be designed to read, "Use Them or Lose Them". The record does not constitute proof positive that chapter councillors should be retained. If chapter councillors are retained the chapters have an obligation to see that better use is made of this channel of communication with ALA. There is always the moral question between any representative and the body he represents—should he, in his voting, adhere strictly to the point of view of his constituents which might be parochial, or should he, having seen the larger picture, vote for the general welfare? Part of the lack of use of the interlocking structure results from the fact that, except for the biennial conference, SWLA has had very little program and very poor communication with its members.

A journal of quality is a must for SWLA. One librarian observed that none of the states was capable of supporting a journal of quality, that part of the funds used to support the state journals should be invested in a good regional publication, with smart, up-to-date newsletters serving the states. If SWLA is to initiate a work program affecting the region, a regional journal makes good sense. This implies, also, a regional office with full time secretarial assistance. If such an office maintains a journal mailing list it might also relieve the state associations of some routine operations, e.g. membership renewal notices. ALA might be helpful here—with more consultant service and some subsidy for such an office.

The present trend today among organizations and agencies, private and governmental, is toward planning for larger units across jurisdictional lines. Regional library associations should be thinking along these lines and working with other organizations and agencies if they are to be a part of the overall planning and share in available funds. The findings and rec-

A-4

ommendations of the recent meeting of the SWLA Interstate Library Cooperation Committee can provide a solid basis for such planning.

1-11 footnotes omitted in this preprinting to save space.

## RECOMMENDATIONS

### National Association

The Activities Committee on New Directions for ALA should include as a part of its work a study of the relationships between ALA and its state and regional chapters. The chapters themselves should be involved in this study. The study should determine the best placement of the chapters within the ALA organization to achieve maximum advancement of professional objectives, and satisfactory communication between the state, regional and national levels.

ALA should develop an information program, using appropriate modern technology, directed at its own members, and potential members, to acquaint them, in terms as brief and simple as possible, with the past achievements and present activities of the association that affect the professional lives of librarians daily, the information to include the structure and operation of their professional associations, how to work with them, and how to get the maximum benefit from them.

ALA, with the state and regional chapters, should work on a solution of the mechanics of council agenda and docket distribution and the timing of chapter executive board meetings to make it possible for chapters and chapter councillors to be better informed about the issues to be discussed at ALA Council sessions.

### Regional Association

Southwestern Library Association, in order to justify its existence, should be required to meet the following qualifications:

1. Establish objectives, goals and a work program which its constituent state associations are willing to cooperate with, e.g. a publications program for the region; a program of continuing education; and cooperative projects, such as research, bibliographic projects, etc.
2. Build adequate financial support which should include an executive secretary with necessary office support, travel funds, and support for program.
3. Adopt an individual membership basis which might be coordinated with the state and national membership dues schedules.

Reconstitute the SWLA Executive Board to include the President and President-elect of each of the state associations in place of the present representatives from each state to provide better communication.

Put a limitation on the number of elective and appointive offices which one member may hold simultaneously and enforce it. Enlarge SWLA committees to five members to permit more participation by members.

Design and execute, each biennium, with support from ALA, an orientation workshop for incoming officers and committee chairmen.

Appoint a membership committee and embark on a well designed, concentrated membership program. Make this committee (or another appointed for the purpose) responsible for an information program about the association similar to that recommended for ALA.

Work with the graduate library schools, the state libraries in the region and with the Western Interstate Commission on Higher Education and the Southern Regional Education Board, on a program of continuing education for the region. This should include plans for credit and non-credit courses outside the universities, seminars, institutes, conferences, workshops, on subjects determined by the local librarians. The association should also give appropriate assistance to strengthening the graduate library schools in the region.

Coordinate the various region wide programs suggested by the SWLA Interlibrary Cooperation Committee and encourage state associations and individual libraries to cooperate.

### State Associations

Establish a series of goals consonant with their stated objectives and a work program for the achievement of these goals. The work program should include the use of the annual conference as a means of realizing objectives. This should be a program for total library development involving all types of libraries in the planning and execution.

Take a hard look at the association's priorities, or lack of them, as they have been evidenced in the past. This would include such activities as a scholarship program, expenses of conference speakers, publishing program, allocation of funds, etc.

Design and execute each year an orientation program for incoming officers and committee chairmen with support from ALA and SWLA.

Put a limitation on the number of elective and appointive offices a member may hold simultaneously and enforce it.

Appoint a membership committee (in those states not having one) and embark on a well designed, concentrated membership promotion program. Make this committee (or another appointed for this purpose) responsible for an information program about the association similar to that recommended for ALA and SWLA.

Work with SWLA, local library schools, and the state library on a program of continuing education at all levels using any and all proven educational methods, on subjects chosen by the members and available, whenever possible, in different section of the state.

Explore the feasibility of more workshops, institutes, district meetings, etc., sponsored either by the association or one of its units, as a part of the continuing education program mentioned above.

Work with ALA and SWLA on plans and a system for better use of ALA Councillors and members of the state associations serving on the SWLA Executive Board. Design procedures that will keep officers and members better informed about issues to come before the ALA Council and the SWLA Executive Board, and the councillors and representatives better informed about the association's point of view on these issues.

Define the respective roles of the state library and the state association.

### Individual Librarians

Should recognize that they have an obligation to the profession which occupies much of their lives and from which they draw intellectual and material sustenance. This obligation includes keeping informed about professional developments and giving as freely as possible of the individual librarian's time and talents to the advancement of that profession.

APPENDIX I-B

# CONFERENCE BACKGROUND AND SUMMARY

As a result of considerations of the SWLA Interstate Library Cooperation Committee concerning establishment of interstate library programs in the SWLA region which have been approved by the Executive Board in principle, this conference was held in Arlington, Texas, September 16 through 18, 1970. The conference was funded by the state library agencies of Arizona, Arkansas, Louisiana, New Mexico, Oklahoma and Texas. Four working papers were presented to the sixty-two registrants consisting of state library association presidents, state library agency personnel, library educators, representatives of the state planning offices, directors of major libraries in the region, the USOE Region VI library program officer and a number of invited guests from outside the region.

Invited guests included Burton Lamkin, head of the Bureau of Library and Educational Technology of the U. S. Office of Education, Dorothy Kittle, Title III advisor for the Bureau, Shirley Brother of the Southeastern USOE Region, representatives of the two regional interstate higher education agencies (SREB and WICHE), and a number of other persons interested in and knowledgeable in this field of interest.

There were seven conference objectives which in summary were to investigate the feasiblity of the concept, study needs of the region, consider organizational structure possibilities, and identify and recommend at least one cooperative project to initiate this fiscal year.

Papers were presented which had a bearing on the objectives following which the state planning officers were asked to address themselves--which they did in favorable terms.

Following this groundwork, the participants were divided into five groups of ten to twelve members each. These groups each reflected different types of libraries, persons from the various states, and at least one planner from each state. These groups met in two sessions, each lasting two and one-half hours. After the first group sessions, reports from each were presented to the full assembly; following this was the second group session which afforded an opportunity to consider the ideas and recommendations of the other groups.

Library needs in the region as identified by the groups and the full assembly included:

- Education of library personnel, including continuing education
- Improved access to resources
- Bibliographic control (particularly of state and municipal documents)
- Reaching non-users, including the urban and rural disadvantaged and those in sparcely settled though large geographical areas
- Shared data processing expertise and products
- Development of a library research center to provide information for better planning
- Resources directory of strengths in the region
- Shared personnel and expertise in program development and implementation
- Project coordination for the region
- Establishment of some sort of "clearinghouse" to provide communication and information on projects being planned or undertaken in the region
- Exchange of library science students.

During the final session, the assembly stated strongly to the SWLA Interstate Library Cooperation Committee that it should inform the SWLA Executive Board of the assembly's committment to regional library development. It recommended that a coordinating office be established and that perhaps a task force be established to identify needs and projects. State library agency representatives were polled, and they agreed there should be no objection to some funding of mutually beneficial library programs in the region.

Title Page From

"Selected Proceedings of

THE SOUTHWESTERN LIBRARY ASSOCIATION CONFERENCE ON THE SOUTHWESTERN LIBRARY INTERSTATE COOPERATIVE ENDEAVOR (SLICE)"

Inn of the Six Flags
Arlington, Texas
September 16-18, 1970

Sponsored by the Southwestern Library Association, Interstate Library Cooperation Committee:

Ralph Funk, Oklahoma Department of Libraries, Chairman
Maryann Duggan, Regional Medical Library Program, University of Texas Southwestern Medical School, Co-Chairman
Marguerite Cooley, State Department of Libraries and Archives, Arizona
Frances Neal, Arkansas Library Commission
Sallie Farrell, Louisiana State Library
Brooke E. Sheldon, New Mexico State Library
Lee B. Brawner, Texas State Library

with assistance of state library agencies in the Southwestern Library Association.

The Selected Proceedings Include:


| | |
|---|---|
| Conference Goals | 1 page |
| Conference Background and Summary | 1 page |
| Four Working Papers: | |
| LIBRARY PLANNING: FUNDAMENTALS PERTINENT TO THE CONFERENCE ON INTERSTATE, INTERLIBRARY COOPERATION<br>S. Janice Kee, Library Services Program Officer, HEW Region VI, Dallas. | 20 pages |
| INTERSTATE LIBRARY OPERATIONS IN THE UNITED STATES; A CRITICAL REVIEW<br>Genevieve M. Casey, Associate Professor, Library Science, Wayne State University. | 26 pages |
| THE NEED AND POTENTIAL IN THE SOUTHWEST FOR INTERSTATE INTERLIBRARY COOPERATION<br>Dr. Edward G. Holley, Director of Libraries, University of Houston. | 21 pages |
| LEGAL, ORGANIZATIONAL AND FINANCIAL ASPECTS OF INTERSTATE INTERLIBRARY COOPERATION IN THE SOUTHWEST<br>Katherine McMurrey, Legislative Reference Librarian, Texas Legislative Reference Service and Ralph H. Funk, Director, Oklahoma Department of Libraries. | 76 pages |

## CONFERENCE GOALS

This conference is an outgrowth of recent statewide cooperative activities in the Southwest, an institute on library cooperation in Dallas in October 1969, and the work of the SWLA Interstate Library Cooperation Committee. This Committee was established to consider ways and means of expediting interstate interlibrary cooperation in the six states of the Southwestern Library Association. The Committee has held several working sessions and has proposed to the SWLA Executive Board that a demonstration project be undertaken to determine the feasibility of a collaborative program for the development of interstate library service. The SWLA Executive Board has approved the work of the Committee and the purpose of this conference. The conference objectives have received favorable attention from, not only the SWLA Board, but also the US Office of Education, and many library leaders and organizations across the country.

The conference objectives are as follows:

(1) To explore further the feasibility of the Committee's proposal for interstate, interlibrary cooperation, which has been approved in principle by the Executive Board, Southwestern Library Association.

(2) To identify and examine trends in local, state, regional and national planning, including funding patterns, which would be applicable to interstate, interlibrary cooperation in the Southwest.

(3) To study the social, legal and organizational aspects of interstate, interlibrary cooperation.

(4) To review cooperative library activities and to examine library needs in the Southwest which might be met through interstate, interlibrary cooperation.

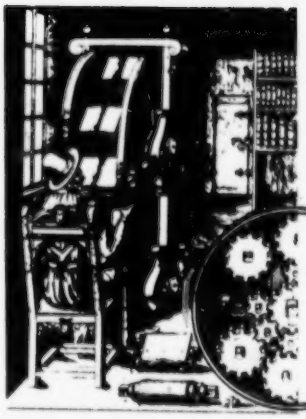
(5) To formulate an organizational service, and financial patterns for working together across state lines.

(6) To identify one or more specific interstate library cooperative projects to be undertaken within the Southwest and to formulate objectives and a plan of action for these projects.

(7) To recommend initiation of at least one cooperative project to begin within the present fiscal year.

APPENDIX I-C

# RECENT DEVELOPMENTS



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COUNCIL ON LIBRARY RESOURCES

No. 316

FOR IMMEDIATE RELEASE

## SOUTHWESTERN LIBRARY ASSOCIATION RECEIVES GRANT FOR PROJECT TO FURTHER 6-STATE INTERLIBRARY COOPERATION

A grant of $25,000 to the Southwestern Library Association for a project to further interlibrary cooperation and planning in the six states represented in the Association was reported today by the Council on Library Resources.

The project, entitled Southwestern Library Interstate Cooperative Endeavor (SLICE), will be under the general direction of a 13-member council composed of the six state librarians, six state library association presidents, and the president of the Association, Lee B. Brawner, Executive Director of Oklahoma County Libraries, Oklahoma City. The states represented include Arizona, Arkansas, Louisiana, New Mexico, Oklahoma, and Texas.

Work will be carried out under contract with the University of Texas Southwestern Medical School, Dallas, with Miss Maryann Duggan, Assistant Professor and Systems Analyst, as Project Director. Mailing address is 2600 Stemmons, Suite 188, Dallas, Texas.

SLICE will provide centralized planning, development, and coordination of educational and other library activities in the region, offering continuity and augmenting the work of the ad hoc meetings of Association members which have been held since 1969.

(More)

Among future activities are preparation of a long-range plan for inter-library cooperation and recommendations to appropriate library agencies in the states regarding action needed to permit or enhance such regional co-operation.

Another activity will be a program of education designed to acquaint librarians of the region with the capabilities of the MARC-based services, including the Selective Dissemination of Information (SDI) system developed by the Oklahoma Department of Libraries. Oklahoma has expressed a willingness to explore the extension of these services to libraries outside the state.

Although the grant from the Council on Library Resources is for a one-year period, the project is expected to determine the feasibility of establishing a permanent office for promotion and coordination of regional inter-library activities.

# # # # #

10/22/71

APPENDIX II-A

## SPECIFIC TASKS AT SLICE OFFICE AS DESCRIBED IN CONTRACT FOR FIRST YEAR

I. Description of Work

A. On the invitation of the Southwestern Library Association, Inc., The University of Texas Southwestern Medical School (as an independent contractor) will furnish all necessary labor, materials, personnel and facilities, and will exert its best efforts to function as the Southwestern Libraries Interstate Cooperative Endeavor (SLICE) Coordinator as specified below. Specifically, the contractor will:

1. Establish and administer a SLICE office and program for a twelve-month period designed to accomplish the six specific aims as defined by the SLICE Council on July 27, 1971, (Attachment A) and as further defined in the Section IB below.

B. Specific Responsibilities of Contractor will be:

1. Direct and coordinate all SLICE Office activities, budget programs, and personnel.

2. Implement the necessary publicity/communications regarding the services and functions of the SLICE Office to all pertinent media and to all pertinent libraries, educational and related institutions, foundations, individuals, etc.

3. Investigate and pursue all feasible sources of public and private funding (via Southwestern Library Association, Inc.) for continued operation of the SLICE Office beyond the first year of initial funding or for initiation of new SLICE projects subject to approval of SLICE Executive Committee.

4. Maintain planning liaison with other interstate regional library programs (e. g., USOE Regional Office), TALON (Texas, Arkansas, Louisiana, Oklahoma, New Mexico), SREB (Southern Regional Educational Board), WICHE, Western Interstate Commission for Higher Education).

5. Plan, promote and coordinate a regional program based on the L. C. MARC tapes and related SDI services utilizing the present MARC programs developed by the Oklahoma Department of Libraries to:

a. educate regional librarians concerning MARC and its potential use

b. inform regional librarians about the present automated MARC and SDI services available through the Oklahoma Department of Libraries

c. investigate and develop additional MARC, SDI, and related services at the regional level.

6. As supplementary SLICE funding permits, initiate a continuing education project to:

a. gather and compile information concerning all existing and proposed activities and projects (e. g., workshops, institutes, seminars, research and development studies, pilot programs) in the region concerned with continuing education for librarianship.

b. gather and compile a priority listing of regional and multi-state needs to be met through continuing education programs.

c. consolidate and communicate these data and these priorities to all libraries, state and federal agencies, institutions of higher education, etc., participating in continuing education activities for the purpose of interpreting these particular regional and multi-state needs as an aid to improved coordination and planning for same.

d. communicate and/or visit all regional state library agencies, state library associations and institutions of higher education for librarianship to gather information described in a. and b. above.

7. Make periodic reports to the SLICE Executive Committee and Council as requested.

Attachment A

## Specific Project Aims of SLICE

## Per SLICE Council Meeting of July 27, 1971

Implementation of interstate, interlibrary cooperation in the region served by the Southwestern Library Association (Arizona, Arkansas, Louisiana, New Mexico, Oklahoma, Texas.) Establish a Southwestern Library Interstate Cooperative Endeavor, (SLICE), (1) to plan and provide interstate services (personal and technical) which will meet library needs which cannot be provided by a single state. A specific shall be the implementation of a regional educational program directed to the present and potential applications of the Library of Congress MARC tapes and the SDI (Selective Dissemination of Information) services administered by the Oklahoma Department of Libraries (2) establish the feasibility of a long-range interlibrary, interstate library agency (3) serve as a regional clearinghouse for related projects and programs (4) determine the practicality of regional self-funding (5) develop a long-range plan for the region compatible with the long-range program of the state library agencies at the state level (6) the priorities of SLICE in 1971-72 will be selected from the needs identified at the SWLA Interstate Library Cooperation Committee Conference in Arlington, Texas, September, 1970.

## APPENDIX II-B

## CHRONOLOGY OF MAJOR ACTIVITIES OF SLICE OFFICE

## DURING PERIOD OCTOBER 1, 1971 TO JANUARY 1, 1973

The following abbreviated chronology of the major activities of the SLICE Office is presented in this form for two purposes. The first purpose is to document the SLICE Office activities for historical or retrospective review. The second purpose is to provide a "work trail" to illustrate and highlight "critical events" in an experimental interstate cooperative endeavor. An analysis of this "work trail" will be of assistance in determining where or why certain projects did not succeed as well as identifying series of major events leading to successful projects.

### OCTOBER, 1971:

1. Executed contract with University of Texas Southwestern Medical School for establishment of SLICE Office.
2. Employed SLICE Office Director and secretary.
3. Set up office, acquired telephone and supplies, issued press release.
4. Established fiscal accounting and reporting system.
5. SLICE Executive Committee met to review year's objectives and to establish administrative policies and procedures.
6. SLICE Office Director oriented by Oklahoma Department Of Libraries staff on MARC-O; specific services and products identified, and a "marketing" strategy developed.
7. SLICE Office Director participated in Indiana Seminar on Information Networks at Purdue University.
8. Each state library agency contacted regarding MARC-O workshop and $2,000. funding of CELS project.
9. SLICE Office Director in travel status 3 days covering 428 miles, excluding Purdue University trip.
10. Expenditures of $2,361.46 on the Council On Library Resources grant.

### NOVEMBER, 1971:

1. Drafted first edition of "SLICE/MARC-O Description of Services Manual" and workshop kits.
2. Distributed information on the SLICE/MARC-O project to the professional press.
3. Conducted first and second SLICE/MARC-O workshops.
4. Initiated investigation of a BATAB/MARC-O interface.
5. Set up MARC-O "new users" reporting system.
6. Initiated planning on CELS project.
7. Drafted "Guidelines for New SLICE Projects."
8. SLICE Office Director participated in a Regional Right to Read Conference in Oklahoma City, and a Drexel University workshop on Interlibrary Cooperation.

9. SLICE Office Director in travel status 2 days covering 428 miles, excluding Drexel University trip.
10. Expenditures of $1,997.77 on the Council On Library Resources grant.

DECEMBER, 1971:

1. Drafted first edition of "SLICE/MARC-O Search and Print Service Users Manual." Developed workshop "objectives."
2. Conducted SLICE/MARC-O workshops at Louisiana State Library and for the Dallas Metropolitan Area Public Library Administrators.
3. Set up "address data bank" on 30 - 40 key librarians in SWLA states.
4. SLICE joined each of the six state library associations as an "institutional member."
5. Each state library association Conference Program Committee contacted regarding a SLICE paper on their annual conference program.
6. Initiated a survey of commercially available MARC-based services that would be of interest to SLICE.
7. Drafted a proposal for the CELS project for $11,000 of state agency funding.
8. SLICE Office Director in travel status 2 days covering 836 miles.
9. Expenditures of $2,038.57 on the Council On Library Resources grant.

JANUARY, 1972:

1. Issued "First Quarterly Report" (10/1/71 - 12/31/71).
2. Developed "Pre-Test and Post-Test" evaluation strategy on SLICE/MARC-O workshops.
3. Conducted two SLICE/MARC-O workshops, New Mexico State Library and CORAL in San Antonio, Texas.
4. Scheduled five additional SLICE/MARC-O workshops.
5. SLICE Executive Committee meeting on January 24th approved CELS proposal.
6. Initiated planning for SWLA/SELA Pre-Conference Institute on "Planning and Evaluation of Library Programs" and discussed with USOE representative.
7. Initiated planning on workshop for planning of library services to the disadvantaged to be co-sponsored by several groups.
8. SLICE Office Director participated in ALA Midwinter.
9. CORAL submitted a proposal to Council On Library Resources for a MARCIVE system data base on the Southwest.
10. SLICE Office Director in travel status 10 days covering 3,620 miles.
11. Expenditures of $2,411.93 on the Council On Library Resources grant.

FEBRUARY, 1972:

1. SLICE Office Director on 50% leave of absence without pay during the month.
2. Conducted two SLICE/MARC-O workshops in Oklahoma City and made presentation in graduate seminar at Oklahoma University.
3. The MARC-O system was transferred to an IBM 370/155 during the month.

4. Louisiana State Library Processing Center initiated MARC-O records requests by TWX.
5. Ken Bierman visited Ohio College Library Center for SLICE and contacted L.C. MARC regarding possible regional MARC service centers.
6. Job descriptions for CELS Project Director and State Surveyors drafted.
7. Two SLICE project proposals received from Tulane University librarian and referred to SLICE Advisory Council.
8. SLICE Office Director met with Vice President of educational T. V. station in Dallas regarding city ordinance on CATV.
9. SLICE Office Director met with DALIPCO on possible contractual agreements for technical processing and use of MARC-O Data Base among Dallas area libraries.
10. SLICE Office Director in travel status 2 days covering 428 miles.
11. Expenditures of $1,888.67 on Council On Library Resources grant.

MARCH, 1972:

1. SLICE Office Director on 50% leave of absence without pay during the month.
2. SLICE Advisory Council met in Dallas on March 3rd and developed re-organization plan*and approved goals for next twelve months.
3. Articles on SLICE were published in the Louisiana Library Association and the Texas State Library professional journals. SLICE Office Director participated in the Louisiana Library Association's Annual Conference.
4. New editions of "SLICE/MARC-O Description of Services" and "Users Manual on Search and Print Services" were issued.
5. Mrs. Arlene Paup (a graduate student at Drexel University) offered to evaluate SLICE/MARC-O workshops.
6. Three SLICE/MARC-O workshops were conducted (Austin, Phoenix, and Dallas).
7. Seven "innovative" applications of the MARC-O services were identified.
8. A sixth IBM 2316 disc pack was added to the MARC-O Data Base computer configuration.
9. A "regional strategy" for extending the use of MARC-O was developed during a March 28th meeting of a newly formed SLICE/MARC-O Planning Task Force with representatives from the SWLA states. An Ohio College Library Center replication was thought to be impractical for this region at this time, thus an alternative, interim system was discussed.
10. Plans for a CELS sponsored Pre-Conference Institute in New Orleans were further defined and the Ohio State University Evaluation Center faculty was invited to participate. An institute grant of $3,900 from USOE was approved to assist in this Pre-Conference.
11. SLICE Office Director in travel status 5 days covering 2,838 miles.
12. Expenditures of $1,606.28 on Council On Library Resources grant.

APRIL, 1972:

1. Dr. Roy Mirskey agreed to undertake a study of the legal aspects of an interstate cooperative library organization.
2. SLICE was represented by various persons at the Oklahoma, Texas, Arizona, and New Mexico state library associations' annual spring conferences.

*The revised SLICE Council By-Laws were published as part of Attachment A of the "SLICE Second Quarterly Report for the Period January 1, 1972 to March 31, 1972", issued on April 18, 1972.

3. SLICE Office Director was hospitalized for twelve days as a result of an allergic reaction to an antibiotic.
4. Two SLICE/MARC-O workshops were conducted (in New Mexico and Arkansas).
5. Preliminary proposal for second year of SLICE/MARC-O activities was drafted jointly by SLICE Office Director and Oklahoma Department Of Libraries staff and copies distributed to the Advisory Council.
6. Planning continued on the Regional Institute for Library Services to the Disadvantaged and the New Orleans Pre-Conference on Planning and Evaluation. Agreement was reached between Ohio State University Evaluation Center, USOE, and SLICE to co-fund and develop a one and a half day training institute on the application of the CIPP Model to planning and evaluating nine types of library-related situations.
7. The SLICE Executive Committee approved the proposal contract for CELS and copies were distributed to the Advisory Council for their review and approval.
8. The Second Quarterly Report (1/1/72 - 3/31/72) was issued on April 18, 1972.
9. SLICE Office Director in travel status 5 days covering 1,906 miles.
10. Expenditures of $2,034.65 on Council On Library Resources grant.

MAY, 1972:

1. SLICE representatives visited Council On Library Resources staff and submitted a preliminary proposal for continuation of SLICE/MARC-O project. CLR invited SLICE to submit a "bigger and more comprehensive proposal for review in November."
2. Ken Bierman announced resignation from MARC-O project at Oklahoma Department Of Libraries, and Robert Clark was selected by ODL as MARC-O Project Director.
3. Three libraries (in Arizona, New Mexico and Texas) began use of the MARC-O Search and Copy Service.
4. Preliminary planning was initiated for a possible "interface" between the MARC-O Data Base and the Louisiana Numerical Register.
5. ASERL initiated their feasibility study of an Ohio College Library Center replication in the southeast and visited with SLICE/MARC-O to exchange data.
6. MARC-O began planning to convert Data Base to IBM 3300 disc packs.
7. Several academic consortia in Texas and Louisiana began studies of Ohio College Library Center replication and discussed technical and financial details with SLICE/MARC-O.
8. A SLICE representative participated in a WICHE Library Management workshop and initiated suggested means for an "interface" between WICHE and SLICE in Arizona and New Mexico.
9. The CELS contract, $11,000, was executed to start July 1, 1972.
10. Two possible SLICE projects were suggested by Arizona (one for a computer-based index to state documents and one for Spanish language audio tapes).
11. Council On Library Resources grant budget revision and time extension approved.
12. Announcements and Pre-registration forms for the New Orleans Pre-Conference were printed and distributed to 250 key librarians in the Southwest and Southeast.
13. SLICE Office Director in travel status 7 days covering 5,162 miles.
14. Expenditures of $2,758.04 on the Council On Library Resources grant.

JUNE, 1972:

1. Evaluation of SLICE/MARC-O workshops area done by Mrs. Paup via questionnaire.
2. All MARC-O computer programs were documented and Bob Clark oriented to the MARC-O project.
3. Quantative parameters for the evaluation of MARC-O use in the region were developed cooperatively by Oklahoma Department Of Libraries and SLICE Office Director.
4. SLICE made several presentations at the ALA Conference.
5. SLICE Office Director met with Larry Livingston and two representatives from University of Texas libraries to identify possible strategies for implementing an Ohio College Library Center replication in Texas.
6. SLICE Office Director investigated possible private foundations as funding sources for future SLICE activities.
7. The SLICE Executive Committee approved the proposal plan for the USOE/OSU/SLICE jointly-sponsored Pre-Conference Institute in New Orleans. A proposal was submitted to USOE for partial funding at the $3,900 level.
8. The SLICE Office started advance planning and registration for the Institute on Library Service to the Disadvantaged.
9. SLICE Office Director in travel status 5 days covering 2,286 miles.
10. Expenditures of $2,446.63 on the Council On Library Resources grant.

JULY, 1972:

1. Issued Third Quarterly Report (4/1/72 - 6/30/72).
2. Assisted in conducting a special SLICE/MARC-O workshop on S.D.I. service for representatives from six SWLA states.
3. Assisted in conducting a regular SLICE/MARC-O workshop in El Paso, Texas.
4. At SLICE Office Director's request, Oklahoma Department Of Libraries initiated detailed cost study of MARC-O services.
5. Bob Clark assumed responsibility for MARC-O project at Oklahoma Department Of Libraries. Reporting procedures on SLICE/MARC-O activity were reviewed and modified.
6. SLICE Office Director spent nine days at Ohio State University Evaluation Center preparing for New Orleans Pre-Conference Institute on CIPP.
7. SLICE Office Director visited Ohio College Library Center for one-half day.
8. SLICE Office Director spent two days in Madison, Wisconsin, developing a CELS questionnaire with the assistance of Ms. Muriel Fuller, University of Wisconsin Library School Extension Director.
9. Applicants for the Institute on Library Services for the Disadvantaged were contacted and information kits mailed.
10. SLICE Office Director in travel status 13 days covering 3,748 miles.
11. Expenditures on Council On Library Resources grant were $1,685.17 and on CELS contract $697.50.

AUGUST, 1972:

1. SLICE Office Director contacted various planning committees developing proposals for Ohio College Library Center replication in Texas, Louisiana, and the Southeast, as well as NELINET.

2. SLICE Office Director met with New Mexico State Library personnel and key academic librarians to develop a state plan for use of MARC-O in New Mexico.
3. Relative priorities and responsibilities for SLICE/MARC-O were established in a meeting with Oklahoma Department Of Libraries personnel and SLICE Office Director.
4. Planning of a survey paper on library services to the disadvantaged was completed and the paper was started by Mrs. Linda Levy.
5. SLICE Office Director spent five days at Ohio State University and assisted in conducting a CIPP workshop in St. Louis for representatives from seven state library agencies.
6. SLICE Office Director participated in a detailed planning conference in New Orleans for the Pre-Conference Institute and the joint SWLA/SELA Conference.
7. SLICE Office Director was in travel status 10 days covering 4,768 miles.
8. Spent $1,666.78 on Council On Library Resources grant and $1,193.15 on CELS contract.

SEPTEMBER, 1972:

1. Cooperatively with New Mexico State Library personnel and their consultants, further developed the plan for a state-wide MARC-based system (NEMISYS) by working with Oklahoma Department Of Libraries personnel and LNR designers.
2. Assisted Oklahoma Department Of Libraries' MARC-O staff, New Mexico State Library, and University of New Mexico in a SLICE/MARC-O workshop in Albuquerque in which the NEMISYS plan was presented to key librarians of all types who unanimously voted to proceed to develop NEMISYS for the state.
3. Assisted the Nevada Library Association in developing "The Networking Games" for use at their fall conference.
4. Mailed explanation material and registration forms to 350 applicants for the New Orleans Pre-Conference on Planning and Evaluation, and contacted faculty on details.
5. Spent seven days with Ohio State University Evaluation Center personnel developing Pre-Conference material and "taped" the two-day CIPP Institute presented in Montgomery, Alabama. Started editing of tape to produce cassette.
6. Met with Dallas Public Library Independent Study staff to develop a SLICE proposal for "exporting" this type of program to other states.
7. Finalized the registration of the librarian participants in the Institute for Library Services to the Disadvantaged.
8. At the request of the USOE Regional Library Program Officer in Region IV, met informally with the Director of the Southeastern Library Survey Project to discuss goals, objectives, procedures, and data handling.
9. Submitted an "evaluation instrument" on SLICE's first year activities to the SLICE Advisory Council and key SWLA officers.
10. Tried to set up a September meeting with Council On Library Resources to review SLICE's year 02 and 03 proposal, but Dr. Cole was not available due to a heavy travel schedule.
11. Spent 9 days in travel status covering 4,650 miles.
12. Spent $1,299.07 on Council On Library Resources grant, $726.13 on CELS contract, and $185.65 on the USOE grant.

OCTOBER, 1972:

1. Presented a "keynote" address on interstate library cooperation at the Pennsylvania Library Association Conference in Pittsburgh.
2. Participated in the Institute on Library Services to the Disadvantaged in Norman, Oklahoma and assisted in developing the criteria and outline of a regional plan for serving the "disadvantaged" in the six SWLA states.
3. Participated in the Arkansas Library Association's Annual Conference in Hot Springs.
4. Finished editing CIPP tape and distributed 250 copies of the 2-hour cassette to the registrants of the Pre-Conference.
5. Conducted the Pre-Conference Institute in New Orleans with 250 participants from fifteen states.
6. Prepared and submitted to Council On Library Resources a "composite" set of proposals for second and third year of SLICE action programs.
7. Submitted outline of "Working Papers" on library networks to Steering Committee of Mountain Plains Library Association Regional Planning Conference.
8. Spent 9 days in travel status covering 3,871 miles.
9. Spent $495.18 on Council On Library Resources grant; $1,073.81 on CELS contract, $1,301.53 on USOE Institute grant.

NOVEMBER, 1972:

1. During the Pre-Conference Institute on Planning and Evaluation of Library Programs, the various Task Groups began developing regional plans for a bibliographic network for an interstate library cooperation agency and for continuing education for library staffs.
2. Participated in the SWLA/SELA Joint Conference in New Orleans and met with the SWLA Board, the SWLA Publications Committee, the SWLA Trustees' Group and representatives from SWLA concerned with bibliographic networks.
3. The SLICE Advisory Council met to review the first year of SLICE and the proposal to Council On Library Resources and to suggest future action plans and funding for SLICE projects.
4. Met with the Ohio State University Evaluation Center staff to review the New Orleans Pre-Conference and to plan the next phase of training for librarians in the CIPP Model. Analyzed Pre-Conference evaluation instruments and started draft of final report for USOE.
5. Assisted in presenting a SLICE/MARC-O workshop co-sponsored by the Houston Public Library jointly with Oklahoma Department Of Libraries personnel.
6. Met with Bib-Net representatives and Chairman of an EDUCOM Committee on Library Networks.
7. Collected and organized data on MARC-O use for presentation to Council On Library Resources.
8. Updated all financial records on all forms of SLICE accounts.
9. SLICE Office Director spent 9 days in travel status covering 3,049 miles.
10. Spent $196.62 on Council On Library Resources grant; $2,038.72 on CELS contract; $152.66 on USOE Institute grant; and $3,352.25 from Pre-Conference fund.

DECEMBER, 1972:

1. At their request, visited Council On Library Resources to review proposal and future of SLICE activity for next two years. Presented summary of SLICE activities to date.
2. Revised proposal to Council On Library Resources and re-submitted for their consideration after discussion with appropriate groups. Distributed copies to Advisory Council.
3. Met with Oklahoma Department Of Libraries and MARC-O staff regarding future SLICE/MARC-O activities in view of revised proposal and Council On Library Resources funding.
4. Drafted proposed two-year contract between SWLA and University of Texas Health Science Center for continued operation of SLICE Office, and submitted copies to appropriate parties.
5. Met with NLM representatives and TALON Advisory Council to revise TALON "work plan" and contract with NLM. Discussed "interface" of NLM network with MARC network.
6. Started drafting final report of SLICE year 01.
7. Via correspondence, solicited (and obtained) a proposed plan for continuing education program for library aides in Arkansas.
8. Compiled statistical tables of SLICE activities during first year and started typing of final report.
9. SLICE Office Director spent 2 days in travel status covering 2,658 miles.
10. Spent $113.13 on Council On Library Resources grant; $2,201.43* on CELS contract; $2,021.24* on USOE grant; and $854.34 from Pre-Conference fund.

*Estimated

APPENDIX II-C

## ANALYSIS OF SLICE OFFICE DIRECTOR'S TRAVEL

## YEAR 01 - OCTOBER, 1971 TO DECEMBER 31, 1972

| Inclusive Dates | Destination, City & Institution | Round Trip Mileage | Purpose | Costs | | | Account Charged |
|---|---|---|---|---|---|---|---|
| | | | | Transportation | Living | Total | |
| 10-5 to 10-8-71 | Okla. City; ODL & Univ. of Okla. Library | 428 | Attend SLICE Ex. Board Meet. & visit O.U. Lib. | $56.50 | $55.23 | $111.73 | 89550-6 |
| 11-10 to 11-12-71 | Okla. City; ODL | 428 | Visit ODL & attend Regional "Right to Read" Conf. | 60.60 | 53.83 | 114.43 | 89550-6 |
| 12-16 & 17-71 | Baton Rouge, La.; La. State Library | 836 | Present S/M-O workshop | 88.85 | 27.45 | 116.30 | 89550-6 |
| 1-5 to 1-7-72 | Albuquerque, N.M.; N.M. State Library | 1,274 | Present S/M-O workshop | 134.80 | 47.72 | 182.52 | 89550-6 |
| 1-14 & 15-72 | San Antonio, Tex.; Council of Research & Academic Lib. (CORAL) | 538 | Present S/M-O workshop | 44.50 | 24.90 | 69.40 | 89550-6 |
| 1-12 to 1-17-72 | Chicago, Ill.; Am. Lib. Assoc. | 1,858 | Participate in ALA meeting & attend SLICE & SWLA meetings | 141.70 | 118.39 | 260.09 | 89550-6 |
| 2-7 & 8-72 Kenneth J. Bierman's partial expenses | Columbus, Ohio; Ohio College Lib. center | - | Visit OCLC | Partial expense for trip | | 30.00 | 89550-6 |
| 2-28 & 29-72 | Okla. City; ODL | 428 | Present 3 S/M-O workshops in Okla. City | 57.30 | 26.42 | 83.72 | 89550-6 |
| 3-12 & 14-72 | Phoenix, Ariz.; Ariz. State Library | 2,002 | Present S/M-O workshop | 138.00 | 22.80 | 160.80 | 89550-6 |
| 3-24 & 25-72 | Baton Rouge, La.; La. Lib. Assoc. | 836 | Present SLICE/MARC-O paper | 72.00 | 15.25 | 87.25 | 89550-6 |

*Does not include S.O.D.'s trips to Purdue University and Drexel University in October and November, 1971.

ANALYSIS OF SLICE OFFICE DIRECTOR'S TRAVEL (CONTINUED)

YEAR 01 - OCTOBER, 1971 TO DECEMBER 31, 1972

| Inclusive Dates | Destination, City & Institution | Round Trip Mileage | Purpose | Costs | | | Account Charged |
|---|---|---|---|---|---|---|---|
| | | | | Transportation | Living | Total | |
| 4-20 & 21-72 | Fayetteville, Ark.; Ark. Lib. Assoc. | 642 | SLICE M/O workshop to Ark. Higher Ed. Lib. Com. and Ark. Lib. commission | $77.90 | $26.89 | $104.79 | 89550-6 |
| 4-26 to 4-28-72 | Albuquerque, N.M.; N.M. Lib. assoc. | 1,274 | SLICE presentation | 109.70 | 55.01 | 164.71 | 89550-6 |
| 5-1 to 5-3-72 | Columbus, Ohio; Ohio State Univ. Eval. center | 2,076 | SLICE project planning sessions | Ohio State Univ. paid expenses | | | - |
| 5-9 & 10-72 | Okla. City; Okla. Co. Libraries | 428 | Develop proposal for year 02 & funding | 54.80 | 21.80 | 76.60 | 89550-6 |
| 5-22 & 23-72 | Washington, D.C.; Council on Lib. Resources | 2,658 | Present proposal | 189.20 | 14.00 | 203.20 | 89550-6 |
| 6-14-72 | Okla. City; Okla. Co. Libraries | 428 | Long-range planning | 58.80 | 7.00 | 65.80 | 89550-6 |
| 6-25 to 6-29-72 | Chicago, Ill.; Am. Lib. Assoc. | 1,858 | Attend ALA meetings & participate | 102.80 | 121.75 | 224.55 | 89550-6 |
| 7-10 & 11-72 | Okla. City; ODL | 428 | Teaching in S/M-O workshop | 57.50 | 24.38 | 81.88 | 89550-6 |
| 7-13 & 14-72 | El Paso, Tex.; El Paso Public Lib. | 1,244 | Present S/M-O workshop | 107.00 | 27.04 | 134.04 | 89550-6 |
| 7-17 to 7-26-72 | Columbus, Ohio; Ohio St. Univ. Eval. center | 2,076 | Training in CIPP model for New Orleans Pre-Conf. | Ohio State Univ. paid expenses | | | - |
| 8-7 to 8-9-72 | Albuquerque, N.M.; N.M. State Lib. | 1,274 | Consult with State Lib. on use of MARC-O | 138.50 | 55.20 | 193.70 | 89550-6 |

ANALYSIS OF SLICE OFFICE DIRECTOR'S TRAVEL (CONTINUED)

YEAR 01 - OCTOBER, 1971 TO DECEMBER 31, 1972

| Inclusive Dates | Destination, City & Institution | Round Trip Mileage | Purpose | Costs | | | Account Charged |
|---|---|---|---|---|---|---|---|
| | | | | Transportation | Living | Total | |
| 8-14 to 8-18-72 | Columbus, Ohio; Ohio St. Univ. Eval. center | 2,076 | Training in CIPP model for New Orleans Pre-Conf. | Ohio State Univ. paid expenses | | | - |
| 8-25 & 26-72 | New Orleans, La.; Jung Hotel | 990 | SELA/SWLA Joint Planning Committee | $91.55 | $11.30 | $102.85 | 89560-6 |
| 8-28 & 29-72 | Okla. City; Okla. Co. Libraries | 428 | Finalize details for Disadvantaged Institute at Norman, Okla. | 62.60 | 33.59 | 96.19 | 89560-6 |
| 9-12 to 9-15-72 | Columbus, Ohio; Ohio St. Univ. Eval. center | 2,076 | Training in CIPP model for New Orleans Pre-Conf. | Ohio State Univ. paid expenses | | | - |
| 9-19 to 9-22-72 | Montgomery, Ala. | 1,300 | Training in CIPP model for New Orleans Pre-Conf. | Ohio State Univ. paid expenses | | | - |
| 9-27 to 9-29-72 | Albuquerque, N.M.; Univ. of N.M. | 1,274 | Present S/M-O workshop | 112.25 | 34.49<br>22.95 | 169.69 | 89550-6<br>89560-6 |
| 10-4 & 5-72 | Pittsburg, Pa.; Pa. Lib. Assoc. | 2,438 | Present paper to Pa. Lib. Assoc. | Pa. Lib. Assoc. paid expenses | | | - |
| 10-5 to 10-7-72 | Norman, Okla.; Univ. of Okla. | 362 | Conduct Institute for Disadvantaged | 2.50 | 39.93 | 42.43 | 89560-6 |
| 10-9 & 10-72 | Hot Springs, Ark.; Ark. Lib. Assoc. | 576 | Present paper to Ark. Lib. Assoc. | 65.20 | 17.15 | 82.35 | 89560-6 |
| 10-29 to 11-5-72 | New Orleans, La.; SWLA | 990 | SWLA Pre-Conf. & conference | 108.00 | 158.21 | 266.21 | Pre-Conf. acct. @ Irving Bk. & Tr. |
| 11-7 to 11-9-72 | Columbus, Ohio; Ohio St. Univ. Eval. center | 2,076 | Planning meeting on implementation of CIPP model | Ohio State Univ. paid expenses | | | - |

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ANALYSIS OF SLICE OFFICE DIRECTOR'S TRAVEL (CONTINUED)

YEAR 01 - OCTOBER, 1971 TO DECEMBER 31, 1972

| Inclusive Dates | Destination, City & Institution | Round Trip Mileage | Purpose | Costs | | | Account Charged |
|---|---|---|---|---|---|---|---|
| | | | | Transportation | Living | Total | |
| 11-15 & 16-72 | Houston, Tex.; Houston Public Lib. | 478 | Present S/M-O workshop | $59.50 | $27.20 | $40.98 | 89560-6 |
| | | | | | | 45.72 | Pre-Conf. acct. @ Irving Bk. & Tr. |
| 12-4 & 5-72 | Washington, D.C.; Council on Lib. Resources & U. S. Office of Ed. | 2,658 | Present Proposal for Year 02 & 03 of SLICE | Expenses paid by Southwestern Lib. Assoc. | | | - |
| Totals | | 40,736 | | $2,192.05 | $1,089.88 | $3,311.93* | |

*Includes the $30.00 paid on Mr. Bierman's trip to Columbus, Ohio, February 7 and 8, 1972, which is not included in the "Transportation" and "Living" totals.

APPENDIX II-D

ANALYSIS OF SLICE OFFICE DIRECTOR'S TRAVEL

EXPENDITURES BY STATES, OCTOBER 1, 1971 TO DECEMBER 31, 1972*

| State | 10-1-71 To 6-30-72 | July, 1972 | August | September | October | November | December | July Thru Dec. Totals | Totals 10-1-71 To 12-31-72 |
|---|---|---|---|---|---|---|---|---|---|
| Arizona | $160.80 | - | - | - | - | - | - | - | $160.80 |
| Arkansas | 104.79 | - | - | - | $82.35 | - | - | $82.35 | 187.14 |
| Louisiana | 203.55 | - | $102.85 | - | - | - | - | 102.85 | 306.40 |
| New Mexico | 347.23 | - | 193.70 | $169.69 | - | - | - | 363.39 | 710.62 |
| Oklahoma | 452.28 | $81.88 | 96.19 | - | 42.43 | - | - | 220.50 | 672.78 |
| Texas | 69.40 | 134.04 | - | - | - | $86.70 | - | 220.74 | 290.14 |
| Total | $1,338.05 | $215.92 | $392.74 | $169.69 | $124.78 | $86.70 | - | $989.83 | $2,327.88 |
| Out of Region | 687.84 | - | - | - | - | - | - | - | 687.84 |
| Total | $2,025.89 | | | | | | | $989.83 | $3,015.72 |

*Cost of travel by SLICE Executive Committee, SLICE Advisory Council members, Oklahoma Department Of Libraries staff members, or MARC Planning Task Force is not included in the above. It is estimated that approximately $3,000 in travel costs has been contributed to the SLICE Project by the members of these groups. Cost of SLICE Office Director's travel paid by others (i. e., Ohio State University, Pennsylvania Library Association, and Southwestern Library Association) not included either. Above includes only those costs charged to 89550 or 89560.

APPENDIX II-E

ANALYSIS OF SLICE OFFICE LONG DISTANCE TELEPHONE COSTS BY STATES

October 1, 1971 to November 10, 1972

| State | Oct., 1971 To June 30, 1972 | July | August | September | October | To Nov. 10 | Totals July Thru Nov. 10 | Total To Date |
|---|---|---|---|---|---|---|---|---|
| Arizona | $37.45 | - | $6.60 | $6.20 | $2.40 | - | $15.20 | $52.65 |
| Arkansas | 8.90 | - | 2.85 | 1.85 | - | - | 4.70 | 13.60 |
| Louisiana | 49.05 | $3.90 | 11.00 | 15.40 | 26.95 | 2.75 | 60.00 | 109.05 |
| New Mexico | 82.40 | - | - | 9.10 | 7.00 | 11.20 | 27.30 | 109.70 |
| Oklahoma | 274.30 | 16.00 | 26.65 | 17.32 | 26.55 | 9.05 | 95.57 | 369.87 |
| Texas | 163.69 | 5.25 | 5.10 | 13.50 | 12.88 | 6.80 | 43.53 | 207.22 |
| Total for Region | $615.79 | $25.15 | $52.20 | $63.37 | $75.78 | $29.80 | $246.30 | $862.09 |
| Out of Region | 106.70 | 6.95 | 16.65 | 5.30 | 100.75 | 2.40 | 132.05 | 238.75 |
| Total | $722.49 | $32.10 | $68.85 | $68.67 | $176.53 | $32.20 | $378.35 | $1,100.84 |

*Cost of Long Distance calls originating inSLICE Office; does not include calls received and paid for by others. Also, does not include tax.

APPENDIX II-F

## ANALYSIS OF GEOGRAPHIC DISTRIBUTION OF SLICE OFFICE CORRESPONDENCE

## OCTOBER 1, 1971 TO DECEMBER 31, 1972*

| Location Of Correspondent | 10-1-71 To 6-30-72 | 1972 July | August | Sept. | Oct. | Nov. | Thru 12-12-72 | Totals July Thru 12-14-72 | Total To Date |
|---|---|---|---|---|---|---|---|---|---|
| Arizona | 37 | 1 | 4 | - | 2 | - | - | 7 | 44 |
| Arkansas | 17 | 2 | 3 | - | 2 | 13 | - | 20 | 37 |
| Louisiana | 47 | 4 | 3 | 5 | 3 | 3 | 1 | 19 | 66 |
| New Mexico | 36 | 6 | 9 | 2 | 5 | 2 | - | 24 | 60 |
| Oklahoma | 55 | 6 | 6 | 10 | 4 | 1 | 1 | 28 | 83 |
| Texas | 84 | 15 | 12 | 7 | 4 | 11 | 1 | 50 | 134 |
| Total for Region | 276 | 34 | 37 | 24 | 20 | 30 | 3 | 148 | 424 |
| Out of Region | 106 | 19 | 43 | 27 | 12 | 9 | 2 | 112 | 218 |
| Total | 382 | 53 | 80 | 51 | 32 | 39 | 5 | 260 | 642 |

* Number of letters originating out of SLICE Office. Not the number of letters received. Does not include distribution of carbon copies; SLICE Executive Committee Chairman receives carbon copies of all correspondence. The average letter has 5.0 carbon copies, thus approximately 3210 separate letters were distributed from the SLICE Office in the first year. The above count does not include "mass mailings" such as the 275 letters mailed to librarians regarding the SWLA/SELA Pre-Conference.

## APPENDIX III-A

## PROPOSED MARC-BASED BIBLIOGRAPHIC NETWORK SYSTEM

## FOR SWLA REGION

One of the objectives of the SLICE/MARC-O project during the first year was to develop a plan for the most effective regional service system for the unique capabilities of the MARC-O Data Base. In October, 1971, during a meeting of MARC-O personnel and the SLICE Executive Committee, the strategy selected for achieving this objective was to work with each State Library in "educating" the key librarians on the MARC-O capabilities with the intention of each state developing a plan best suited to their individual needs. As part of the "learning process", each of the four specific MARC-O services would be available to any individual library desiring to use (and pay) for the service, but the emphasis was on groups of libraries systematically sharing the Data Base through a cooperative use of the Search and Copy service - and building a "regional union catalog" in the MARC-O Data Base by recording requesting library identification.

By March, 1972, the number of individual library MARC-O users had increased, but each was "doing their own thing" and there was a lack of a systematic plan for development of bibliographic services for any of the six states - and no evidence of a "regional" plan. Thus, the Chairman of the SLICE Executive Committee appointed a SLICE/MARC-O Planning Task Force* with the charge to review the current status of regional uses of MARC-O and outline a systematic, incremental plan for the best use of present and anticipated MARC-O services consistent with regional needs and the existing "state-of-the-art" of bibliographic services. This Task Force concluded that although on-line, real-time Data Base access via CRT terminals (i. e. an Ohio College Library Center system) may be most attractive, the current demand for such a service in the six states was not sufficient to justify the expense - particularly in view of the great geographic distance and resulting high line costs. Also, an OCLC type system would require considerable reprogramming of the MARC-O system and there was some question if the state computers used by MARC-O could be "dedicated" to this application. Thus, the Task Force proposed an interim system which could be implemented immediately at minimum cost and yet would be the "building block" for an on-line system - if and when justified.

The State Librarian of New Mexico offered to assist in developing this interim system, since the libraries in New Mexico were currently involved in detailed state-wide bibliographic systems design. Therefore, during the summer and early fall of 1972, a series of planning meetings were held in New Mexico and Oklahoma City with representatives from all types of libraries, MARC-O personnel, consultants, and SLICE Office staff. A comprehensive system for application of existing MARC-O services to the needs of New Mexico libraries evolved from this effort. The developers titled this design NEMISYS (New Mexico Information System). A preliminary description of the proposed system was presented in draft form in the October 12, 1972, proposal to the Council On Library Resources. (A limited number of copies of this 36-page draft of the NEMISYS proposal can be supplied by the SLICE Office at

*Composed of:
Mr. Lee Brawner, Chairman of SLICE Council and Executive Committee
Mr. Ed Dowlin, Director of New Mexico State Library
Mr. Kenneth Bierman, MARC-O Project, Oklahoma Department Of Libraries
Mr. Donald Simon, Systems Analyst, University of Southwestern Louisiana
Dr. Donald Hendricks, TALON Director
Miss S. Janice Kee, USOE Regional Library Program Officer
Miss Maryann Duggan, SLICE Office Director

at duplication costs of $5,00.) Although the Council On Library Resources did not fund the proposed NEMISYS development for various reasons, New Mexico is proceeding with implementation. A position of a NEMISYS Coordinator has been recently budgeted with state funds and applicants are being interviewed.

It is believed that NEMISYS is a prototype of a MARC-based off-line system that can be implemented economically in remote geographic areas and that will provide usable products and services by sharing a regional MARC Data Base and computer programs. NEMISYS is designed to permit "local options" and to move incrementally toward an on-line system as volume and technology progress. It is MARC-based and transferrable. It is believed that NEMISYS is a viable alternative to an on-line Ohio College Library Center-like system which will provide needed services immediately at relative low development costs. In the event an OCLC-like system is ever implemented in the Southwest, the conversion from NEMISYS would be relatively simple. It is also believed that NEMISYS meets the systems design criteria discussed by Mr. Larry Livingston* at the 80th meeting of the Association of Research Libraries on May 13, 1972. The following is a brief outline of the NEMISYS system.

A State-wide MARC Service Center (SMSC) will collect LC card number requests from participating libraries. Each participating library is assigned a unique identification code and can submit the LC card number requests either in machine-readable form or in a handwritten or typed form. The SMSC converts the requests to machine-readable form containing the library identies with each LC number. These data are sent to MARC-O initially by mail or express; eventually by telecommunication mode when volume justifies. MARC-O searches the Data Base for the requested LC numbers. When a "hit" occurs, the requesting library code is recorded in the Data Base by that LC number record and the full MARC record for the "hit" is transferred to a "New Mexico tape" along with the requesting library's code. The "New Mexico tape" is sent to the SMSC (initially by mail or express; eventually by telecommunication). Thus, the regional MARC-O Data Base has a holding record for New Mexico libraries and the New Mexico SMSC has a full MARC record (on tape) by requesting library for New Mexico acquisitions (if in the MARC-O Data Base). The SMSC can then provide the following services from this tape:

(1) Using the MARC-O developed S.D.I. program (with minor modification), issue a weekly list of new acquisitions from all or selected participating libraries by subject categories of major interest. (This should stimulate planning of cooperative acquisitions at the state level.)

(2) Using the MARC-O developed card production program, print card sets for those participating libraries desiring this service.

(3) For those participating libraries having their own automated in-house system, provide the full - or stripped down - MARC record as needed for in-put into the individual system - thus eliminating the necessity of each library "key punching" the cataloging data.

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*"Technology and the Library", pp. 70, Minutes of ARL 80th meeting, Atlanta, Georgia, May 12-13, 1972.

(4) Using the program developed for the LNR* (with some modification) produce a cumulative register of participating library monographic holdings - in print-out form or on microfische. This register serves as a locator tool for interlibrary loans in lieu of a "union catalog."

(5) Using the programs developed by Tulsa City-County Library, produce "book catalogs" for certain select participating libraries or on certain topics - as desired.

(6) Using the programs being developed at several libraries (i. e. Tucson Public, Hennepin County (Minnesota) Library), prepare the machine-readable input for BATAB, if needed.

In the proposed NEMISYS plan, the New Mexico SMSC would simply physically store each weekly tape (containing the full MARC record of the New Mexico "hits") on shelves for "security" reasons. There is no plan to build a New Mexico MARC data base.

Thus, the NEMISYS plan takes full advantage of the regional MARC-O Data Base (paying for only the use of this and not having to maintain the full MARC data in accessible mode). It provides individualized services in a mode compatible with national standards and consistent with the needs of the participating libraries. It takes maximum advantage of existing programs thereby reducing development costs - and it provides tools and services which will enhance the orderly and cooperative development and sharing of scarce library resources in a "geographically disadvantaged" state.

January 10, 1973, the New Mexico State Library announced** the availability of the first issue of the "NEMISYS Acquisition Index" (equivalent to the LNR) showing the following number of holdings from the following participating libraries on twelve pages:

| | |
|---|---|
| New Mexico State Library | 2,136 |
| Albuquerque Public Library | 210 |
| Santa Fe Public Library | 933 |
| Los Alamos Public Library | 322 |
| University of New Mexico | 4,014 |
| New Mexico State University | 905 |
| Eastern New Mexico University | 1,412 |
| Los Alamos Science Laboratory | 191 |
| Sandia Laboratories | 47 |
| University of New Mexico Medical Library | 152 |
| Total | 10,322 |

*"LNR: Numerical Register of Books in Louisiana Libraries" developed by William McGrath, Don Simon, and others with funds contributed by the Louisiana State Library. Now contains over 350,000 entries from over 30 Louisiana libraries on 5 COM Microfische sheets (4" x 6").

**"New Mexico State Library Reports", Volume 8, December, 1972, and enclosed letter and sample page of the "Index."

New Mexico's implementation of NEMISYS will be monitored during the next year and specific cost data developed and systems design details documented.

APPENDIX III-B

SUMMARY OF SLICE/MARC-O WORKSHOPS
FOR THE PERIOD OCTOBER 1, 1971 TO DECEMBER 31, 1972

| | Place & Date Of Workshop | Sponsor | Number Of Attendees | Distribution Of Attendees By Type Of Library | | | | | Number of Valid Pre-Workshop Opinionaires |
|---|---|---|---|---|---|---|---|---|---|
| | | | | Public | Academic | Schools | Special | Other | |
| | 1971 | | | | | | | | |
| 1. | Ft. Worth, Tex., 11/17 | Texas Education Agency | 20+ | 20 | | (All school media persons) | | | -* |
| 2. | Baton Rouge, La., 12/18 | Louisiana State Library | 33 | 5 | 14 | 2 | 3 | 9 | 26 |
| 3. | Carrollton, Tex., 12/14 | Dallas Metropolitan Area Public Library Administrators | 20 | 20 (All public librarians) | | | | | -** |
| | 1972 | | | | | | | | |
| 4. | Santa Fe, N. Mex., 1/7 | New Mexico State Library | 25 | 3 | 2 | 4 | 5 | 11 | 24 |
| 5. | San Antonio, Tex., 1/14 | CORAL | 97 | 6 | 61 | 3 | 19 | 8 | 61 |
| 6. | Oklahoma City, Okla., 2/28 | Oklahoma Dept. of Libraries | 21 | 21 | | (All state library personnel) | | | 21 |
| 7. | Oklahoma City, Okla., 2/29 | Oklahoma County Libraries | 34 | 17 | 12 | 2 | 3 | - | 30 |
| 8. | Austin, Tex., 3/9 | Texas State Library | 30 | 14 | 11 | - | 5 | - | -** |
| 9. | Phoenix, Ariz., 3/13 | Arizona State Library | 59 | 28 | 21 | 10 | - | - | 55 |
| 10. | Dallas, Tex., 3/29 | Dallas Public Library, TALON Regional Medical Library, and Inter-University Council | 50 | 17 | 23 | - | 1 | 9 | 37 |
| 11. | Fayetteville, Ark., 4/21 | Ark. Lib. Assoc. | 64 | 10 | 44 | 1 | 5 | 4 | 39 |
| 12. | Oklahoma City, 7/11 | Okla. Dept. of Lib.*** | | | | | | | |
| 13. | El Paso, Tex., 7/13 & 14 | El Paso Pub. Lib. | 71 | 27 | 23 | 7 | 8 | 6 | 49 |
| 14. | Albuquerque, N.M., 9/28 | Univ. of N.M., New M. Lib. Assoc. & N.M., State Lib. | 72 | 23 | 34 | 3 | 7 | 5 | 49 |
| 15. | Houston, Tex., 11/14 | Houston Public Lib. | 28 | 17 | 5 | 1 | 2 | 3 | 20 |
| | | Totals | 624 | 228 | 250 | 33 | 58 | 55 | 411 |
| | % Distribution By Type Of Library | | | 36.3 | 40.2 | 5.3 | 9.3 | 8.9 | |

* Opinionaire not developed at time of this workshop.
** Did not run the Opinionaire in this workshop.
*** A special workshop concentrating on SDI only with attendees from 6 SLICE states.

## APPENDIX III-C

## SUMMARY OF SLICE/MARC-O WORKSHOPS "PRE-TEST" OPINIONAIRE RESPONSES

| Situation | Average Of Results* | | |
|---|---|---|---|
| | Agree | Do Not Know | Disagree |
| 1. Only a large library with its own computer can use MARC | 8.4 | 17.1 | 74.5 |
| 2. A library would have to have a staff or consultant computer programmer to use MARC | 20.9 | 18.1 | 61.0 |
| 3. The only use of MARC is to produce catalog cards | 19.8 | 11.7 | 68.5 |
| 4. MARC contains foreign language material | 31.6 | 35.0 | 33.4 |
| 5. RECON is a recataloging project at L.C. | 19.2 | 60.8 | 19.8 |
| 6. MARC and TWX are in no way related | 24.7 | 42.8 | 32.5 |
| 7. MARC is of interest only to catalogers | 3.9 | 6.9 | 89.2 |
| 8. MARC is too expensive for a small individual library to subscribe direct from L.C. and too costly to implement individually | 51.6 | 25.9 | 22.5 |
| 9. MARC could be useful in state-wide library development | 85.1 | 7.0 | 7.9 |
| 10. S.D.I. is a possible by-product of MARC for reference services | 50.1 | 46.4 | 3.5 |

*Average of percent replies for eleven workshops; total sample is 411 opinionaires.

## COMMENTS ON PRE-TEST OPINIONAIRE RESPONSES DATA

The data presented on Appendix III-C are the averages of the per cent calculated for each of eleven SLICE/MARC-O workshops. Ranges of the per cent for each "Situation" were as follows:

| Situation Number (From Previous Page) | Extremes Of Per Cent (Low-High) | | |
|---|---|---|---|
| | Agree | Do Not Know | Disagree |
| 1 | 0-23 | 0-29 | 54-95 |
| 2 | 10-33 | 0-35 | 48-90 |
| 3 | 0-7 | 0-29 | 70-95 |
| 4 | 14-60 | 15-55 | 20-54 |
| 5 | 6-45 | 33-90 | 4-38 |
| 6 | 10-52 | 15-60 | 14-44 |
| 7 | 0-10 | 0-18 | 77-100 |
| 8 | 33-75 | 14-49 | 12-46 |
| 9 | 74-100 | 0-13 | 0-19 |
| 10 | 23-72 | 16-73 | 0-6 |

APPENDIX III-D

# EVALUATION OF SLICE/MARC-O SERVICES AND WORKSHOPS: SLICE'S FIRST YEAR

By

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September 1972

# EVALUATION OF SLICE/MARC-O

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# EVALUATION OF SLICE/MARC-O

## INTRODUCTION

The SLICE/MARC-O effort is the combination of two promising new projects in Southwestern librarianship. SLICE, the Southwestern Library Interstate Cooperative Endeavor, is a Southwestern Libraries Association project designed to further inter-library cooperation and planning in six Southwestern states. SLICE activities began officially on October 1, 1971 with Miss Maryann Duggan as project director.[1] MARC-O, a project which was started in 1969 at the Oklahoma Department of Libraries, uses MARC tapes to provide both search and SDI services for its subscribers.[2] Making librarians aware of MARC-O and interesting them in its use was chosen as a first project by SLICE planners because they felt MARC-O services could be used as a first step in developing better cooperation between libraries in the Southwest. To accomplish this a series of workshops was presented throughout the six member states of the Southwestern Libraries Association.

During the summer, 1972 the effectiveness of the SLICE/MARC-O services and workshops was evaluated. In order to do this two different questionnaires were designed. The first was mailed to the libraries in the Southwest which subscribe to one or more MARC-O services; the second was mailed to workshop attendees. Lists of names of subscribers and workshop attendees were provided by SLICE.

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[1] S.L.I.C.E. First Quarterly Report (October 1 to December 31, 1971).

[2] Bierman, Kenneth and Blue, Betty Jean, "Processing of MARC Tapes for Cooperative Use," Journal of Library Automation, 3 (March, 1970), 36-64.

As both the concepts of inter-library cooperation, as envisioned by SLICE, and the sharing of MARC are new developments, I found no precedent studies which might serve to set guidelines for this evaluation.

SLICE/MARC-O SERVICES

There are four MARC-O services: Cataloging Data Search and Print Service, Record Search and Copy Service, Standard S.D.I. (Selective Dissemination of Information) Service and Custom S.D.I. Current Awareness Service. The services are described in the portions of the results which pertain to each service.

Questionnaires were sent to forty-four MARC-O subscribers in the SWLA region. Twenty-nine, or sixty-six percent, of the libraries responded. Table I in Appendix I shows the response by types of libraries and the services they use. Twenty-seven of the twenty-nine returned questionnaires while two responded by letter. Comments from the letters were included in the results when appropriate. Some respondents indicated that because they had just begun subscriptions or had used it very little they were unable to answer some questions. When questions were not answered they were not counted as either yes or no answers. Responses reported as percentages are percentages of the total twenty-seven responses.

Subscribers were asked to identify themselves by state and by type of library so that comparisons could be made. Types of libraries listed were public, academic, special, school and state. Special academic libraries such as university medical libraries were classified as special libraries.

The first part of the questionnaire dealt with aspects common to all MARC-O services. The last parts differed according to the service or services used by each library.

A copy of the questionnaire for MARC-O subscribers and tabulation of the response are included in Appendix I.

Method and Results

The sharing of MARC-O services is an indication of cooperation between libraries. Thirty-two percent of responding subscribers share the services to which they subscribe. While any of the services may be, and indeed are, shared, the Search and Copy Service is especially suited to sharing. One of the two respondents which subscribe to the Search and Copy Service is a school library processing center. They plan to supply computer generated card sets for the one hundred ten libraries in their school system. One library, which subscribes to both Search and Print and S.D.I. Services, is an area center for a system of libraries. Members of the system may use either of the services free of charge. The remaining libraries who share services do so by passing along information they have received to other libraries who may have use for it.

SLICE/MARC-O workshops have promoted and explained MARC-O services but there are other means, such as the SWLA Journal or the Oklahoma Department of Libraries Automation Newsletter, from which libraries may have learned about the services. When asked what most influenced them to subscribe to a MARC-O service, fifty-five percent of the respondents said SLICE workshops. The remaining forty-six percent indicated they were most influenced by other librarians (15%), Oklahoma Department of Libraries Automation Newsletter (15%), the library's director (8%), other libraries' activities (4%), and Texas Library Journal (4%). It is interesting that 81% of the responding libraries first used the MARC-O service to which they subscribe in the same month or the month following their

representatives' attendance at a SLICE/MARC-O workshop. Perhaps, in cases where a library indicated that other librarians or the library director most influenced them to subscribe, the other library or director had been influenced by SLICE.

SLICE has offered professional and technical guidance to any potential user of SLICE/MARC-O services. This guidance varies in form according to the needs and size of the library or libraries involved. User training workshops of as much as two days duration have been offered to state library agencies or library consortia. Six of the responding libraries said SLICE had worked with them to explore applications of SLICE/MARC-O capabilities to meet their specific needs. Four of the six said the special training had suggested additional possible applications of MARC-O. The suggestions included: serving as a center for area libraries for data processing using MARC-O Search and Print Service information, and the building of bibliographies using standard and custom S.D.I. services. The first suggestion has been implemented. The second has not.

Unfortunately some of the respondents were confused by the question, "Has anyone on the library staff participated in a SLICE/MARC-O user training workshop?" Response indicated that some people thought the question referred to the area workshops sponsored by SLICE. Thus response to this question is unreliable and has not been included.

Response was evenly divided concerning the need for more instruction. Forty-one percent said they would benefit from additional instruction. Forty-one percent said they would not benefit. Sixteen percent

did not answer. Of those who would like more instruction sixty-four percent had not worked with SLICE to explore possible applications of SLICE/MARC-O for their needs. The questionnaire was not designed to elicit further information from those who had received instruction and wanted more. Thus it is not known whether they want more instruction because the initial instruction was insufficient or because they feel there might be other ways SLICE could help them. In assessing the value of this response one should keep in mind that there are those who always feel more instruction would be useful.

The question, "What new MARC-O services would your library like SLICE to offer?" was deliberately left open so that respondents would not be influenced by suggestions. A slightly different question, "How could the MARC-O service you use be improved?" was asked in the portion of the questionnaire dealing with the different services. Answers to this question have been included here because they were the same or similar to answers to the former question. In the few instances where respondents gave the same answer to both questions it has been counted only once. Fifty-six percent of the responding libraries did make one or more suggestions of their own. The most frequently mentioned service was complete catalog card sets. Development of new access points, especially by author, title and main entry, to the MARC-O data base was another wanted service. Other suggestions were: 1. Addition of the region's original cataloging, in MARC format, to the MARC-O data base. 2. A union list of SWLA states' resources. 3. Audio visual aids cataloging. 4. Expansion of the standard S.D.I. topics. 5. Direct TWX communications

to MARC-O. 6. More workshops to educate librarians in smaller libraries about the real value of MARC-O. 7. Development of a regional network. Three questionnaires contained comments expressing the libraries' complete satisfaction with MARC-O services.

The lasting success of MARC-O depends on its value to the people who use it. Users were questioned concerning the usefulness of the services to which they subscribed and the applications they made of them. In addition, they were asked to rate certain aspects of the services and predict their future needs. As the services differ considerably the last parts of the questionnaires differed depending on the service to which the libraries subscribed. Each service is treated separately here with the exception that percentages of success in supplying MARC records for Search and Copy and Search and Print Services have been averaged together.

Data Search and Print Service

The Search and Print Service allows subscribers to submit LC card numbers for which they do not have cataloging information. The entire MARC data base is searched and cataloging copy is returned to the library for every item found. The catalog data are printed in modified card format on paper stock, arranged in requesting sequence and returned to the requester. A SLICE/MARC-O User's Manual provides instructions on how to use services. All respondents agreed the manual provides adequate instructions. Nineteen of the respondents were Search and Print subscribers.

The percent of requests filled is obviously an important factor in determining the success of the service. Respondents were asked to report the number of records they had requested and the number which the service had been able to supply. The Search and Copy Service supplies the same information on magnetic tape. An average of seventy-two percent of the requests were supplied to the eighteen libraries reporting numbers of requests. The median number of requests was 332. The median percent MARC-O was able to supply was sixty-nine percent.

At the SLICE/MARC-O workshops principal suggestions for ways the use of the Search and Print Service might help libraries to function better were: reducing time searching for cataloging information and reducing cataloging backlog. Subscribers were questioned as to which of these applications they were currently making of the service and whether they had discovered any other applications. Five use the service to reduce cataloging backlog. Two marked reducing time searching for cataloging information. In addition, seven use the service for both of the above. One said the service helped to eliminate the need for original cataloging.

Users were asked if their libraries' demand for the service would decrease, remain the same, or increase. Forty-four percent said their use would increase. Twenty-two percent said it would remain the same, and twenty-two percent said their demand would decrease. Eleven percent did not answer because they were new subscribers and were unsure.

The success of a service is also measured by what its users think of it. Users were asked to rate various aspects of the service. They

also made a judgment concerning the cost of the service. Finally, they were invited to suggest ways in which the service might be improved. Respondents judged the quality and procedures of the SLICE/MARC-O Services as good to excellent. The speed with which transactions were handled was considered good. Format was judged good.

Fourteen of the respondents said the cost was fair. Two said it was too high. Three did not answer. The suggestions for improvements in MARC-O services are on page 7.

Search and Copy Service

The Search and Copy Service is like the Search and Print Service in that the entire MARC data base is searched by LC card number for the items specified by the subscribers. It differs in that the information, when found, is copied onto computer tape instead of being printed on paper. Book catalogs, catalog card sets or union catalogs are among the items which might be created using the computer tape. The service offers many potential advantages to library systems or consortia. The number of potential subscribers is limited because subscribers must have access to a computer in order to make use of the service.

Presently there are only three subscribers. Two of these returned questionnaires. Both have made comparatively heavy use of the service. One library made heavy use of the service to consolidate bibliographic data and to prepare microfiche. They do not share the service with any other libraries. The other subscriber is a processing center for school

libraries. They subscribed to the service in order to generate catalog card sets for member schools.

Standard S.D.I. Service

SLICE/MARC-O offers two S.D.I. services, the standard service which includes seven standard titles and the custom service in which the individual subscriber structures and develops a custom profile to meet individual needs. Each week subscribers receive a printed bibliography of newly published books on specified subjects as identified on incoming weekly MARC tapes. Due to the highly individual nature of Custom S.D.I., only Standard S.D.I. subscribers received questionnaires. Eight of the eleven S.D.I. subscribers to whom questionnaires were sent returned them. Responding subscribers use the S.D.I. service primarily for book selection and collection development. It is also used by some for development of comprehensive bibliographies and by a few for extension of reference for group and individual users. One library plans to share the comprehensive bibliographies it is developing from the S.D.I. service with other libraries. As previously mentioned, a public library which serves as a center for area libraries shares both its S.D.I. and Search and Print Service. The remaining S.D.I. respondents do not share services.

SLICE/MARC-O WORKSHOPS

SLICE/MARC-O workshops were sponsored by various agencies in the six Southwestern states. Attendees were invited to the workshops by the sponsors. A total of twelve SLICE/MARC-O workshops were conducted during the year*. Because one workshop was conducted after this survey began and valid opinionaires were not available for some other workshops, this study is concerned with seven workshops. Two of these workshops were held in Texas--one in Dallas and the other in San Antonio. The other five workshops were held in Arizona, Arkansas, Louisiana, Oklahoma, and New Mexico.

Differences in representation of kinds of libraries and sizes of workshops should be kept in mind when comparisons are made. The seven workshops ranged in size from twenty-four attendees at New Mexico to ninety-five attendees at San Antonio. The majority of attendees were from academic libraries at the Arkansas and San Antonio workshops. Both public and academic libraries were well represented at Oklahoma, Dallas and Arizona workshops. Representatives from all kinds of libraries attended the Louisiana and New Mexico workshops. Response from the workshops was fairly representative of the kinds of libraries at the various workshops.

At the beginning of the workshops, each attendee completed an opinionaire in which he indicated that he agreed with, did not know about, or disagreed with each of ten statements about MARC. Attendees were asked to put the last four digits of their social security numbers on the opinionaires so that post-workshop opinionaires, which would be mailed

*Correct as of the date of Mrs. Paup's study; actually fifteen workshops were presented in total (three after her study).

to them at a later date, could be compared with their original ones. Miss Duggan and Mr. Bierman then presented the SLICE/MARC-O story, explaining SLICE, MARC and MARC-O, including examples of uses of MARC-O. The statements in the opinionaire were clarified during the presentation and additional information, in the form of a reprint of the MARC-O article which appeared in Volume 33, Number 2 of Texas Libraries and the SLICE/MARC-O User's Manual, was made available.

The questionnaire for the workshop attendees was designed to determine whether SLICE reached the right people through the workshops, whether the workshops increased their interest in SLICE and MARC-O, and the principal reasons libraries have not subscribed to MARC-O.

One hundred ninety-three, or fifty-eight percent, of the 335 questionnaires, which were sent to workshop attendees, were returned. Another twenty-five attendees replied to the questionnaire by letter. In all, then, 65% of attendees responded and influenced this survey.

Comments from letters have been included with suggestions and comments from the questionnaires when they seemed appropriate. When respondents did not answer questions they were not counted as yes or no answers. Responses reported as percentages are percentages of the total 193 responses.

Tables giving numbers for total attendance at the seven workshops by types of libraries and numbers for the total response from each workshop by type of library appear in Appendix II. The questionnaire and a tabulation of results are also given in Appendix II.

Method and Results

If the people who can use MARC-O services did not attend the workshops, the usefulness of MARC-O services and the SLICE/MARC-O presentation, however effective, were wasted. Attendees were asked to give the one most important reason for their attendance at the workshops. They were also asked if additional members of their library staffs should have attended a workshop. Sixty, 31%, of the respondents said they were the persons who would most likely be involved in the use of SLICE/MARC-O services. Sixty-one of the attendees indicated they were involved in decision making procedures. Fifty-six people said they attended because they were interested in MARC. While people who attended for the first two reasons may make use of MARC-O sooner, it could be equally important to reach those who attended because they were interested in applications of MARC. The respondent who said she was a teacher in a school of library science is an example. She felt it was important for students to be aware of MARC-O.

Response was almost equally divided concerning attendance of additional library staff members. Ninety respondents said more members of their staffs should have attended a workshop. Ninety-seven did not think additional members should have attended. Comparison of respondents' reasons for attending a workshop with their answers concerning attendance of additional staff members showed there was no correlation between the two.

The desire for more information about SLICE/MARC-O is an indication of interest in it. Attendees were asked if they or their staffs would benefit from more information about SLICE/MARC-O and also if they had

sought additional information since the workshops. We do not know whether the thirty-six percent of respondents who indicated they sought more information did so because they felt the workshop presentation was inadequate or because the presentation created a desire for further information such as ways to implement MARC-O services for their particular needs. For the same reasons, we cannot be sure why fifty-eight percent of the respondents indicated they would benefit from additional information. It is interesting to note the number of people who desired information (112) considerably exceeds the number who sought it (63).

It is possible that libraries wanting additional information might have been hesitant in asking SLICE for it because they felt they would be obligated to subscribe to MARC-O if they did. Some people may have felt additional information might be useful to them even though they were not aware of any particular need for it. Thus, they would like to be made aware of additional information if it were readily available, but they would not seek it.

Respondents representing state libraries were the only group in which a majority indicated they both needed and sought more information about SLICE/MARC-O.

Those who subscribe to MARC-O services must have ideas about how they will use it. As a result of attending a workshop, thirty-seven percent of the respondents said they formed specific ideas for the use of MARC-O. It is worthwhile to note the responses of different types of libraries as they differ considerably. Sixty-two percent of state libraries' respondents

and 51% of public library respondents said they formed specific ideas. Only forty percent of special libraries and twenty-nine percent of academic libraries formed specific ideas.

The Oklahoma Department of Libraries Automation Newsletter contains information about MARC-O and its uses. The workshop presentations mentioned that it is available to libraries who ask to be placed on the mailing list. Fifty-eight percent of respondents from state libraries said they received the newsletter. Percentages of respondents from other types of libraries who receive the newsletter are much smaller.

While the purpose of this survey is the evaluation of certain SLICE efforts during the first year, respondents were queried about their potential use of new services which SLICE might offer in the future. The results will give SLICE planners an indication of which services would be popular with librarians in the Southwest. Enthusiasm for new services might also be considered as evidence of satisfaction with present services or approval of the SLICE concept. Ninety-two respondents said they would use a service which provided access to other information services such as ERIC. Fifty-seven indicated a monthly subscription service of audio tape cassettes on current topics of importance to librarians would be useful to them. A directory of expertise in various fields of librarianship in the Southwestern region would be used by seventy-one respondents.

In addition to the libraries which have subscribed to MARC-O services, there are others which plan to subscribe in the future. In an evaluation of the success of SLICE/MARC-O workshops, this latter group is important.

They may have had to expend additional effort, such as restructuring their present system to accommodate MARC-O or persuading directors to make new budget allocations before they could subscribe to MARC-O. Willingness to make such effort shows these libraries are convinced MARC services will be useful to them. Fifteen respondents said they planned to subscribe to the Custom S.D.I. Awareness Service. Twelve said they planned to subscribe to the Standard S.D.I. Awareness Service. Catalog Data Search and Print Service was checked for future subscription by eighteen respondents; Catalog Data Search and Copy Service (on computer tape) was checked by fifteen.

During the workshops, attendees were told about the kinds of MARC-O services available and given examples of their effective use. Why, then, have not more libraries subscribed to the services? Non-users were asked to check a list of reasons which might have prevented their use of MARC-O services. They were instructed to check as many reasons as were applicable. Both a yes and a no column were provided so that non-users might indicate whether the reasons were or were not applicable. Some respondents checked every item either yes or no. Others left some blanks. Blanks were not interpreted as no answers.

The necessity of restructuring the present library system was the reason most often cited as preventing libraries from using MARC-O services. Libraries also frequently indicated that the service was too costly and that they had no need for MARC-O services. Other reasons are listed in Appendix II.

As MARC-O subscribers were asked for suggestions for other services and comments in the questionnaire which was sent to them, only non-users were asked for this type of response on the questionnaire for workshop attendees. Comments about the workshop presentation ranged from one which said a sophisticated system such as SLICE/MARC-O deserved more than a giddy presentation, to others which called the workshops informative and well done. There were more of the latter than the former. Some respondents said they thought SLICE might find other ways to accomplish its goals which would be more effective than the promotion of MARC-O. Continuing education for librarians was one of the ways most often mentioned. Catalog card production was again mentioned by several libraries as a service they really need. The hope that SLICE would be able to fulfill its goals, expressed by several respondents, is well summed up by one librarian's comment: "So many libraries try to do their own spectacular thing rather than cooperate and learn from one another. SLICE will be a tremendous boon to the states in the SWLA if they learn to work together."

SLICE/MARC-O Opinionaire

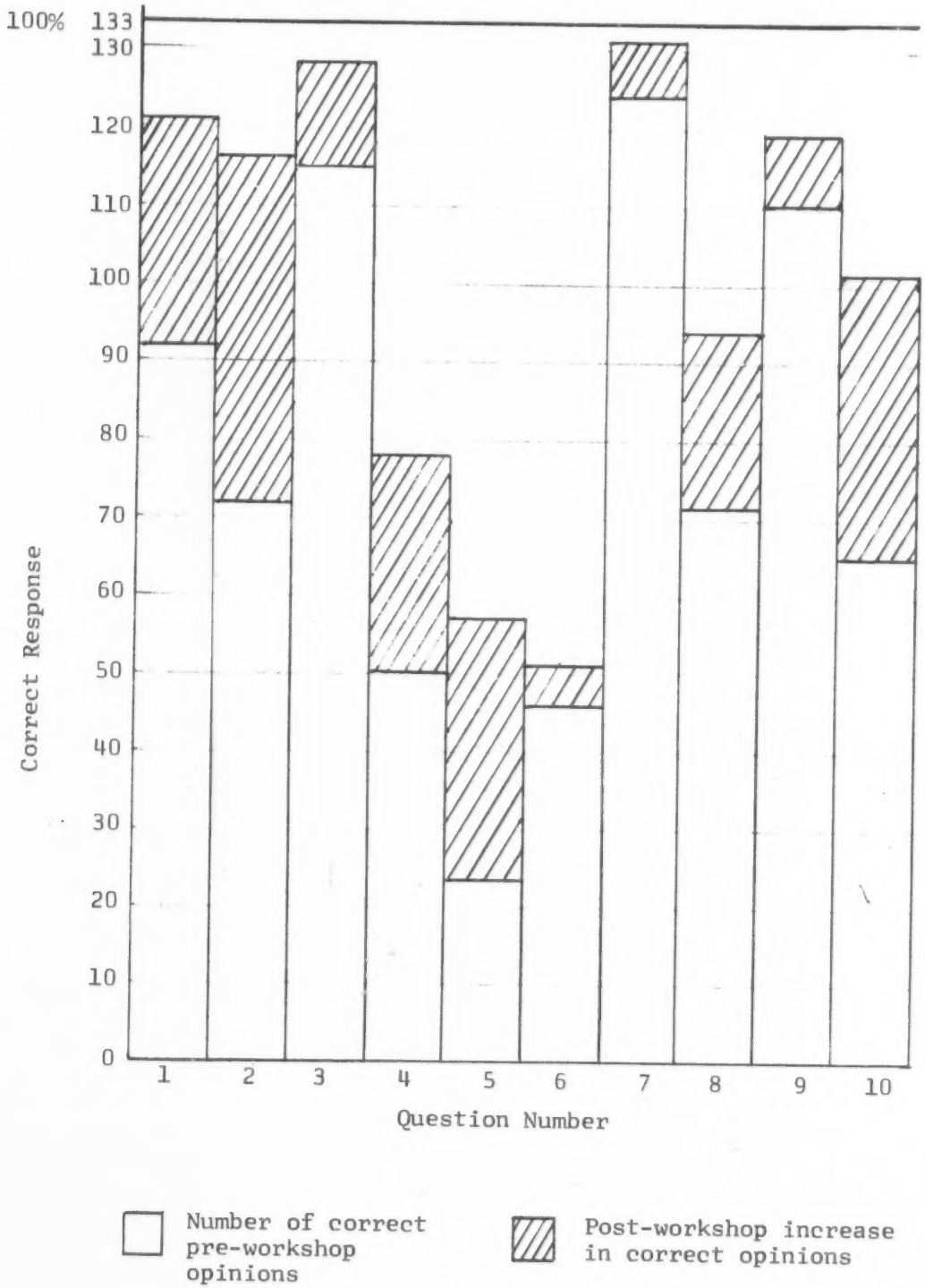
Of the 193 opinionaires which were returned with the questionnaires, 133, or forty percent of the total 335 mailed, had social security numbers which matched the social security numbers on opinionaires completed at the workshops. Thus, forty percent of the pre-workshop opinionaires could be compared with post-workshop opinionaires. Comparison of overall tabulation figures for opinionaires which could be matched with tabulation figures for all opinionaires shows fairly close agreement for both pre-workshop

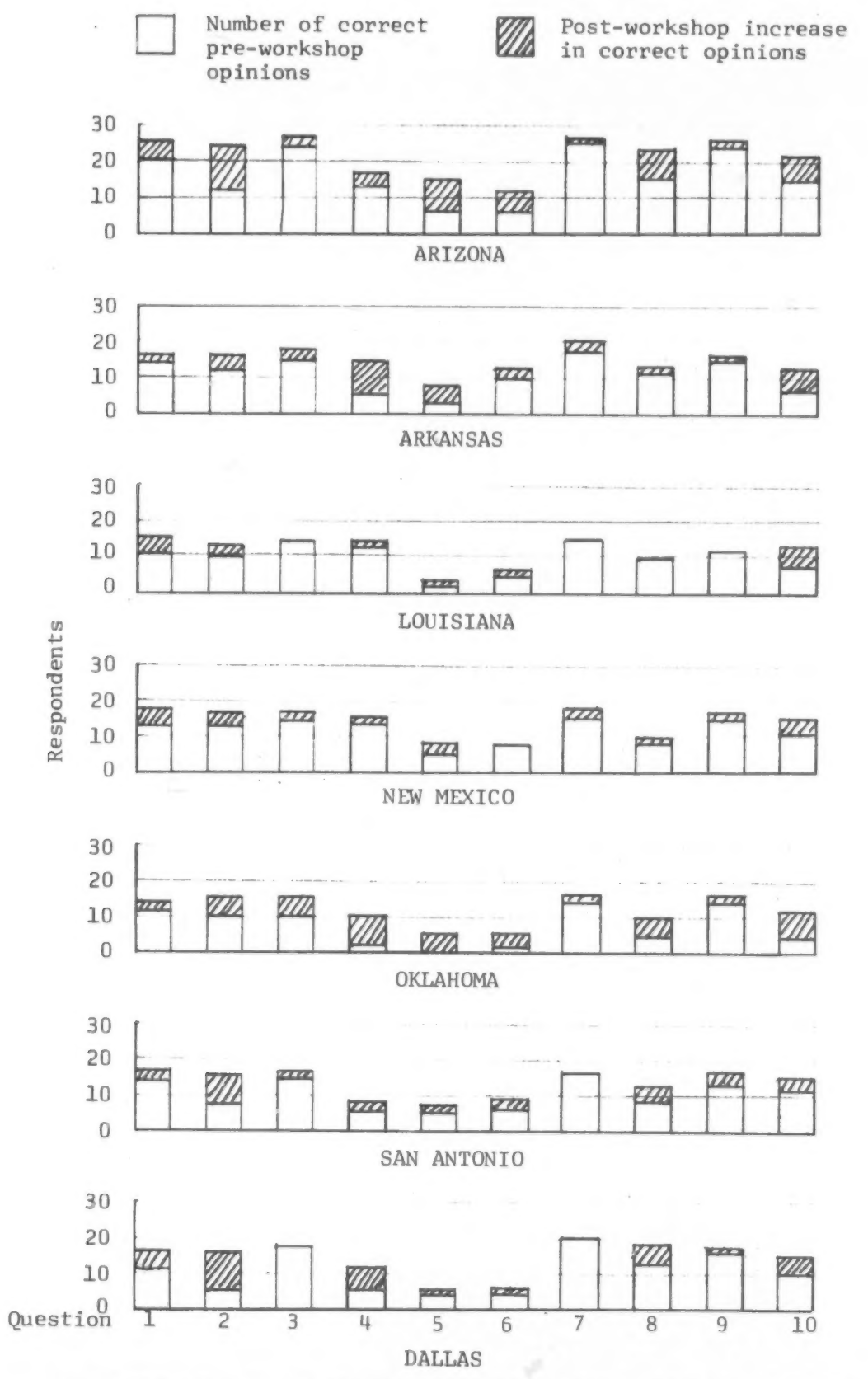
and post-workshop opinionaires. Thus, the 40 percent of opinionaires which could be analyzed appear to be representative of the larger group.

The workshop opinionaires contained statements, not questions, and attendees were asked to indicate their opinions of each statement by marking agree, do not know, or disagree. To avoid confusion the words correct and incorrect are used in the following to indicate agreement or disagreement respectively with statements made during SLICE workshop presentations. They do not necessarily imply that certain statements are right or wrong.

Comparisons of the matching opinionaires were made overall, by individual workshops and by types of libraries. Results are shown in the histograms on the following pages. The overall comparison shows that there were more correct opinions about each statement after the workshops. The opinions concerning some statements improved considerably, while there was only slight improvement for others. In some cases this small increase in correct opinions was due to the large correct original response, as in statement seven. In others there was evident confusion about the correct answer. Statement six is an example of this. The percent of correct opinions varied from workshop to workshop. This is probably partially due to the fact that backgrounds of attendees at different workshops varied considerably. For example, civic officials attended some workshops, whereas attendance at other workshops was comprised wholly of librarians. Furthermore, some attendees may have had pre-workshop preparation.

OPINIONS BEFORE AND AFTER SLICE/MARC-O WORKSHOPS






OPINIONS BEFORE AND AFTER SLICE/MARC-O WORKSHOPS, BY WORKSHOP

Analysis

1. Only a large library with its own computer can use MARC.

   At SLICE workshops it was pointed out that subscriptions to MARC-O services would give small libraries access to the entire MARC data base by use of the MARC-O computer. Seventy percent of the pre-workshop opinionaires disagreed with statement one. After the workshop 91% of the respondents disagreed with the statement.

2. A library would have to have a staff or consultant computer programmer to use MARC.

   Miss Duggan and Mr. Bierman explained how a library may use MARC although it does not have a computer programmer. When a library subscribes to MARC-O Search and Print or S.D.I. services, the necessary programming will be done by MARC-O. An average of 33% (forty-four people) changed their opinions to disagreement with statement two after attending a workshop. This brought the total up to 116.

3. The only use of MARC is to produce catalog cards.

   Original response was 86% in disagreement with the statement. Obviously many librarians either were aware of other uses of MARC or thought there should be other uses for it. After the workshops in which the MARC-O S.D.I. services were described, disagreement with the statement increased to 96% of the total response.

4. MARC contains foreign language material.

   Confusion about this statement was apparent. Plans are under way

to include foreign language material in MARC, but at present foreign language material is not included. Some respondents wrote notes indicating that they knew foreign language material would be included soon, but they were not sure when. Apparently others thought the foreign language program had already begun.

5. RECON is a recataloging project at LC.

The initial low agreement with statement five--only twenty-three people agreed--indicates that few librarians were aware of the RECON project. Agreement increased by 26% after the workshop. Again notes indicated some confusion about whether RECON was presently in operation; this probably affected some people's opinions.

6. MARC and TWX are in no way related.

The wording of statement six caused considerable confusion. While it is true that there is no real connection between MARC and TWX, TWX may be used to obtain or send information about MARC. This relationship was brought out in the SLICE workshops and therefore the statement should be considered correct. Several respondents included notes indicating that the statement could be misunderstood and qualifying their answers. For this reason it seems likely that some of the respondents who indicated they disagreed with or did not know about the statement were aware of the possible uses of TWX in relationship to MARC. Thirty-five percent of respondents held correct opinions about the statement initially. The number increased to 38% on the post-workshop opinionaires.

7. MARC is of interest only to catalogers.

A large majority, 93%, of workshop attendees disagreed with statement seven initially. The number increased to 99% after the workshops. Probably librarians who agreed with the statement would not attend a workshop about MARC unless, of course, they were catalogers.

8. MARC is too expensive for a small individual library to subscribe directly from LC and too costly.

The cost of a MARC subscription is $1,200 per year. It is not surprising that 53% of attendees agreed with the statement before the workshop. Perhaps some people were unaware of the costs. We also do not know what some attendees may consider small, as that term was not defined. After the workshops in which the cost of MARC was mentioned, the number who agreed increased to 71%.

9. MARC could be useful in statewide library development.

Ways MARC-O could be used in statewide library development were explained during workshops. Agreement with this statement was high before the workshops, 83%. It increased to 89% on post-workshop opinionaires.

10. S.D.I. is a possible by-product of MARC for reference services.

As S.D.I. for standard and custom subjects are services offered by MARC-O, they were fully described during the workshops. It seems unlikely that attendees could still be unaware that S.D.I. is a possible by-product of MARC. While agreement increased

significantly, from 50% to 76%, it appears that some librarians are not convinced of its usefulness for reference services. It is also possible that some may have forgotten that S.D.I. stands for Selective Dissemination of Information.

## SUMMARY AND CONCLUSIONS

There is considerable evidence that the climate is favorable for SLICE. Response for both questionnaires was over sixty percent. This is good response for a mailed questionnaire and indicates genuine interest in the project. In addition, fifty-six percent of the MARC-O subscribers who responded to the user questionnaire took extra time to make comments and suggestions. Many of the comments express the hope that SLICE will bring about better interlibrary cooperation. Some of the respondents' suggestions for new SLICE services reflect awareness of the need for cooperation among libraries. Enthusiasm for new services which SLICE may offer is another indication of the considerable interest respondents showed in SLICE.

Response shows that attendees were better informed about MARC after the SLICE/MARC-O workshops. Correct opinions increased for all statements after the workshops. Fifty percent or more of the respondents held correct opinions about seven of the ten statements on post-workshop opinionaires and there is reason to believe some incorrect opinions about statements four, five and six were due to misunderstanding of the statements rather than lack of knowledge about RECON, foreign language material in MARC, or the relationship between MARC and TWX.

More careful wording of the opinionaire might have helped to give a more accurate assessment of the actual increase of correct opinion following the workshops. The time lapse between some of the workshops and the completion of the second questionnaire may have caused differences

between various workshops. Also intervening factors may have influenced respondents' post-workshop opinions. For these reasons it might have been helpful to have had workshop attendees complete second opinionaires at the close of the workshops or very shortly after them.

The best measure of the degree to which SLICE/MARC-O workshops influenced people is the number of subscriptions to MARC-O services. In addition to the forty-four users queried for this survey, new subscribers have been added during the summer and, according to answers given by respondents to the workshop questionnaire, several more libraries plan to subscribe in the future. When comparing the number of MARC-O subscribers with the number of workshop attendees, one must keep in mind that the former are libraries and the latter are people. Thus, in some cases, several people actually represented one library at a workshop and one subscription may be the result of influencing several people. Fifty-four percent of MARC-O users said SLICE was the most important factor in influencing them to subscribe to MARC-O services. Furthermore, eighty-one percent of the libraries surveyed subscribed to MARC-O services within sixty days after their representatives attended a workshop, which indicates that SLICE was an indirect as well as a direct influence in persuading libraries to try MARC-O.

Most of the subscribers who responded indicated that they were pleased with MARC-O services and planned to continue using them. Averages showed users rated quality, speed, format and procedures good or good to excellent. Most users said the cost of the services was fair. While four users expected to decrease their demand for the Search and

Print Service, three times as many users said their demand would increase or remain the same. The most frequently mentioned new service which subscribers said they would like was the production of finished catalog card sets. Some respondents indicated this service would be more useful to them than any they are now receiving from MARC-O.

Response shows most MARC-O subscribers are not presently sharing the services which they receive. Two libraries had definite plans for sharing services but had not been able to implement them yet. Perhaps others will also find ways to share in the future. Several libraries said their staffs would benefit from more instruction in the use of SLICE/MARC-O services.

The fact remains that a large number of libraries represented at the workshops have not subscribed and do not intend to subscribe to MARC-O services. The principal reasons for not subscribing given on the questionnaire were: the need to restructure the system in order to use MARC-O services, high cost, and lack of need. The question arises here as to whether these libraries were not convinced of their need to subscribe to MARC-O services or whether they truly do not have a need for them. Perhaps MARC-O services and costs should be shared by some of these libraries.

Another reason more libraries have not subscribed may be that SLICE has not reached all the right people. While indications are that those who attended the workshops have been people who could utilize the information they gained, there are others who should have attended but did not.

Ninety respondents said additional members from their staffs should have attended a workshop.

Though few in number compared with other types of libraries represented at the workshops, state libraries are very important. They are in a position to encourage interlibrary cooperation and to assume leadership and education roles within their respective states. Thus, it is noteworthy that their response differed from all other types of libraries' responses. Representatives from state libraries were the only group in which the majority both desired and sought additional information about MARC and RECON as a result of attending a workshop. They also were the only group in which the majority formed specific ideas for the use of MARC-O as a result of attending a workshop. Some state libraries are already MARC-O subscribers and a large percentage of state librarians who attended the workshops indicated that their libraries plan to subscribe in the future.

It appears that these libraries are now in a position to carry on the work that SLICE has started. Their awareness of their own capabilities and the special needs of libraries in their states, combined with their knowledge of SLICE/MARC-O, makes them uniquely qualified to encourage interlibrary cooperation through the use of MARC-O.

The full effect of SLICE will not be known for some time. Problems such as restructuring systems or allocating special funds make rapid change difficult and thus create a time delay in adopting new ideas. Furthermore, it will take time for some libraries to learn to make the best use of the services to which they subscribe. When time delays are

involved there is always the possibility that a project will wither on the vine. Evidence from this survey indicates that interest in and satisfaction with SLICE/MARC-O services is sufficient not only to sustain but to increase the spirit of interlibrary cooperation which created SLICE/MARC-O.

## APPENDIX I

### Questionnaire To Users

1. Name of library

2. Address of library

3. Name of respondent

4. Type of library

(a) Public_____ (b) Academic_____ (c) Special_____

(d) School_____ (e) Other_____ (please specify)

4a. If special please state subject or mission area.

5. Does your library share the services to which you subscribe with any other libraries?

yes_____ no_____

5a. If yes, please state how.

6. What most influenced you to subscribe to MARC-O?

a) SLICE workshop _____
b) SWLA journal _____
c) Other libraries' activities _____
d) Other librarians _____
e) Oklahoma Department of Libraries Newsletter _____
e) Other (please specify) _____

7. Has SLICE worked with you to explore possible applications of SLICE/MARC-O capabilities to meet your specific needs?

yes_____ no_____

8. Has anyone on the library staff participated in a SLICE user training workshop to assist in implementing SLICE/MARC-O service?

yes_____ no_____

9. Would your staff benefit from more instruction?

yes_____ no_____

10. If you answered yes to either question 7 or question 8 did the special training suggest additional possible applications of MARC-O?

yes_____ no_____

10a. If yes what were they?

10b. Have you implemented any of the suggestions?

yes_____ no_____

10c. If yes, which suggestions have you implemented?

11. What new MARC services would your library like SLICE to offer?

SLICE/MARC-O Catalog Data Search and Print Service

1. When did you start using the service? _____(date)

2. What is the total number of MARC records you have requested? _____(items)

3. What is the total number of MARC records the service has been able to supply? _____(items)

4. Which of the following applications are you currently making of this service?

a) reducing time searching for cataloging information ____
b) reducing cataloging backlog ____
c) other (please specify) ____

5. Did the SLICE/MARC-O Users manual provide adequate instructions in the use of MARC-O Cataloging Data Search and Print Service for your staff?

yes_____ no_____

6. In the future do you expect your library's demand for this service to

decrease_____ remain about the same_____ increase_____

7. Please rate the following aspects of the service.

| | Excellent | Good | Fair | Poor |
|---|---|---|---|---|
| a) Quality | ___ | ___ | ___ | ___ |
| b) Speed | ___ | ___ | ___ | ___ |
| c) Format | ___ | ___ | ___ | ___ |
| d) Procedures | ___ | ___ | ___ | ___ |

| | too high | fair | too low |
|---|---|---|---|
| e) Cost | ___ | ___ | ___ |

8. How could MARC-O Catalog Data Search and Print Service be improved?

## SLICE/MARC-O Standard SDI Service

1. When did you start using the standard service? _____(date)

2. Which topics do you receive?

| | | |
|---|---|---|
| a) | The Southwest | ____ |
| b) | Law and Political Sciences | ____ |
| c) | Drug Abuse | ____ |
| d) | Environmental Science | ____ |
| e) | Indians of North America | ____ |
| f) | Library and Information Service | ____ |
| g) | Educational Technology | ____ |

3. How much use of the following applications are you currently making of the service you use?

| | | Heavy | Moderate | Light |
|---|---|---|---|---|
| a) | Extension of reference for individual users | ___ | ___ | ___ |
| b) | Extension of reference for group users | ___ | ___ | ___ |
| c) | Book selection | ___ | ___ | ___ |
| d) | Collection development | ___ | ___ | ___ |
| e) | Development of comprehensive bibliography | ___ | ___ | ___ |
| f) | Other (please specify) | ___ | ___ | ___ |

4. Which, if any, of the above applications are used cooperatively with other libraries?

4a. Please explain how they are used.

## SLICE/MARC-O Record Search and Copy Service

1. When did you start using this service? _____(date)

2. What is the total number of MARC records you have requested? _____(items)

3. What is the total number of MARC records the service has been able to supply? _____(items)

4. How much use of the following applications are you currently making from this service?

| | | Heavy | Moderate | Light |
|---|---|---|---|---|
| a) | Consolidation of bibliographic data | — | — | — |
| b) | Preparation of book catalog | — | — | — |
| c) | Computer generated card sets | — | — | — |
| d) | Short title catalog | — | — | — |
| e) | Computer printed book order slips | — | — | — |
| f) | Computer based book order control system | — | — | — |
| g) | Microfiche preparation | — | — | — |
| h) | Other (please specify) | — | — | — |
| | | — | — | — |

5. Which, if any of the above applications are used in cooperation with other libraries?

6. How could SLICE/MARC-O Record Search and Copy Service be improved? Please consider such things as quality, speed, format, procedures and cost in your answer.

## APPENDIX I

Table I

Response for Questionnaire to Users

| Type Library | Type of Service: Search and Print | Standard S.D.I. | Search and Copy | Total |
|---|---|---|---|---|
| Public | 9 | 3* | 1 | 11 |
| Academic | 7 | 2 | | 9 |
| Special | 1 | 2 | | 3 |
| School | | | 1 | 1 |
| State | 2 | 1 | | 3 |
| Total | 19 | 8* | 2 | 27 |

* Two of these libraries subscribe to two services--one to S.D.I. and Search and Print; the other to S.D.I. and Search and Copy.

Forty-four questionnaires were mailed.

## APPENDIX II

Questionnaire to Workshop Attendees

### SLICE/MARC-O WORKSHOP

### PARTICIPANT OPINION POLL

Last 4 Social Security # Digits _____

Date _____

Please mark your opinion on each of following situations:

| Situation | Agree | Do Not Know | Disagree |
|---|---|---|---|
| 1. Only a large library with its own computer can use MARC | | | |
| 2. A library would have to have a staff or consultant computer programmer to use MARC | | | |
| 3. The only use of MARC is to produce catalog cards | | | |
| 4. MARC contains foreign language material | | | |
| 5. RECON is a recataloging project at L.C. | | | |
| 6. MARC and TWX are in no way related | | | |
| 7. MARC is of interest only to catalogers | | | |
| 8 MARC is too expensive for a small individual library to subscribe direct from L.C. and too costly to implement individually | | | |
| 9. MARC could be useful in state-wide library development | | | |
| 10. S.D.I. is a possible by-product of MARC for reference services | | | |

1. Location, by state, of your library

2. Kind of library

Public_____ Academic_____ Special_____

School_____ State_____

3. If special please state mission

1. Please check the one most important reason for your attendance at a SLICE/MARC-O workshop.

   a) I am the person, or one of the persons, most likely to be involved in the use of a SLICE/MARC-O service _____

   b) I am involved in the decision-making procedures of the library _____

   c) I am interested in applications of MARC _____

   d) No other person in the library was available to attend at the time of the workshop _____

   e) Other (please specify) _____

2. In addition to those who did attend do you think other persons from your library should have attended a workshop?

   No_____ Yes_____

3. As a result of attending the workshop, have you sought additional information about MARC or RECON?

   No_____ Yes_____

4. As a result of the workshop presentation did you form any specific ideas for the use of MARC-O?

   No_____ Yes_____

   ↓

   What were they?

5. Do you currently receive issues of The Oklahoma Department of Libraries Automation Newsletter?

   No_____ Yes_____

6. Would your library staff benefit from more information on the use of SLICE/MARC-O?

No_____ Yes_____

7. If the following services were to be offered by SLICE, which ones would you use?

| | would use |
|---|---|
| a) Access to other information services such as ERIC | _____ |
| b) Monthly subscription service of audio tape cassettes on current topics of importance to librarians | _____ |
| c) Directory of expertise in various fields of librarianship in this region | _____ |

8. Which of the following services now offered by SLICE do you plan to use in the future?
(Do not check those which you currently use)

| | | What is most likely date for beginning subscription? |
|---|---|---|
| a) Custom SDI Current Awareness Service | _____ | _____ |
| b) Standard SDI Current Awareness Service | _____ | _____ |
| c) Catalog Data Search and Print Service | _____ | _____ |
| d) Catalog Data Search and Copy (on computer tape) Service | _____ | _____ |

## Questions for Non Users of SLICE/MARC-O Services

1. Have the following reasons prevented your using of MARC-O services? (check as many as are applicable)

| | Yes | No |
|---|---|---|
| a) Too costly | _____ | _____ |
| b) Too slow | _____ | _____ |
| c) Administrative resistance | _____ | _____ |
| d) Staff resistance | _____ | _____ |
| e) Lack of clear instructions for use | _____ | _____ |
| f) Lack of confidence in the system | _____ | _____ |
| g) Library is too geographically remote | _____ | _____ |
| h) No need | _____ | _____ |
| i) Use of MARC-O would necessitate restructuring of present system | _____ | _____ |
| j) Costs of restructuring system are not worth effort involved | _____ | _____ |
| k) Have need for total cataloging including card sets | _____ | _____ |
| l) No way to input our own cataloging | _____ | _____ |
| m) SDI does not cover material of prime interest to the library | _____ | _____ |
| n) Other (please specify) | _____ | _____ |

2. Do you have suggestions for services not aforementioned, that SLICE could offer?

## APPENDIX II

Table I

Response for Questionnaire to Workshop Attendees by Workshop

| Workshop | Number Sent | Number Returned | Number of Matching Opinionaires |
|---|---|---|---|
| Arizona | 60 | 29 | 27 |
| Arkansas | 65 | 37 | 21 |
| Louisiana | 25 | 18 | 16 |
| Oklahoma | 31 | 19 | 15 |
| New Mexico | 24 | 19 | 18 |
| Dallas | 35 | 26 | 17 |
| San Antonio | 95 | 45 | 20 |
| Totals | 335 | 193 | 133 |

## APPENDIX II

### Table II

Questionnaire to Workshop Attendees
Tabulation of Data by Workshop

Workshop

| Question | Arizona | Arkansas | Louisiana | New Mexico | Oklahoma | Dallas | San Antonio | Total |
|---|---|---|---|---|---|---|---|---|
| 1a | 15 | 8 | 7 | 8 | | 7 | 15 | 60 |
| b | 5 | 8 | 6 | 7 | 10 | 12 | 13 | 61 |
| c | 11 | 16 | 3 | 1 | 7 | 5 | 13 | 56 |
| d | | 2 | 1 | 1 | 1 | | | 5 |
| e | 1 | 3 | | 1 | | | | 5 |
| 2 No | 18 | 21 | 11 | 7 | 9 | 12 | 18 | 97 |
| Yes | 12 | 14 | 6 | 10 | 10 | 12 | 26 | 90 |
| 3 No | 19 | 24 | 6 | 13 | 9 | 16 | 27 | 114 |
| Yes | 8 | 12 | 12 | 6 | 10 | 7 | 8 | 63 |
| 4 No | 15 | 19 | 14 | 7 | 9 | 11 | 29 | 104 |
| Yes | 11 | 16 | 3 | 11 | 9 | 10 | 11 | 71 |
| 5 No | 19 | 29 | 14 | 8 | 9 | 19 | 33 | 131 |
| Yes | 5 | 8 | 3 | 10 | 10 | 4 | 15 | 55 |
| 6 No | 12 | 2 | 6 | 6 | 6 | 7 | 15 | 64 |
| Yes | 16 | 22 | 11 | 11 | 13 | 13 | 26 | 112 |
| 7a | 13 | 20 | 10 | 7 | 12 | 15 | 15 | 92 |
| b | 3 | 9 | 6 | 6 | 7 | 12 | 14 | 57 |
| c | 10 | 8 | 1 | 7 | 9 | 13 | 23 | 71 |
| a | 5 | 3 | | 2 | 1 | 1 | 1 | 13 |
| b | 4 | 2 | | | 1 | 2 | 2 | 11 |
| c | 2 | 5 | | 2 | 2 | 2 | 3 | 14 |

Non-Users

| | No | Yes | No | Yes | No | Yes | No | Yes | No | Yes | No | Yes | No | Yes | No | Yes |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| a | 2 | 6 | 4 | 10 | 2 | 6 | 6 | 4 | 1 | 1 | 4 | 6 | 5 | 13 | 24 | 46 |
| b | 6 | 1 | 8 | 0 | 2 | 3 | 6 | 2 | 1 | 0 | 5 | 4 | 5 | 14 | 33 | 24 |
| c | 5 | 5 | 5 | 1 | 1 | 3 | 9 | 1 | 0 | 1 | 6 | 3 | 9 | 5 | 35 | 19 |
| d | 4 | 0 | 4 | 4 | 2 | 0 | 8 | 1 | 0 | 1 | 7 | 7 | 10 | 6 | 35 | 19 |
| e | 3 | 6 | 5 | 5 | 1 | 3 | 8 | 2 | 1 | 0 | 5 | 4 | 11 | 5 | 34 | 25 |
| f | 3 | 3 | 5 | 2 | 3 | 1 | 7 | 2 | 1 | 0 | 7 | 1 | 8 | 6 | 34 | 15 |
| g | 3 | 3 | 6 | 0 | 1 | 0 | 8 | 1 | 1 | 0 | 5 | 1 | 9 | 5 | 33 | 10 |
| h | 3 | 6 | 1 | 15 | 2 | 6 | 3 | 6 | 0 | 1 | 6 | 3 | 10 | 3 | 25 | 40 |
| i | 3 | 5 | 3 | 13 | 0 | 4 | 4 | 7 | 1 | 1 | 3 | 9 | 6 | 11 | 20 | 50 |
| j | 3 | 3 | 4 | 3 | 2 | 3 | 4 | 5 | 1 | 0 | 5 | 3 | 5 | 18 | 24 | 35 |
| k | 5 | 3 | 1 | 6 | 0 | 3 | 7 | 2 | 0 | 1 | 4 | 5 | 6 | 5 | 23 | 25 |
| l | 2 | 4 | 3 | 5 | 1 | 1 | 6 | 3 | 1 | 0 | 5 | 4 | 15 | 13 | 23 | 30 |
| m | 3 | 3 | 4 | 4 | 2 | 3 | 5 | 5 | 0 | 1 | 5 | 5 | 5 | 7 | 24 | 28 |
| n | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 1 | 0 | 5 | 0 | 12 |

## APPENDIX II

### Table III

Questionnaire to Workshop Attendees
Tabulation of Data for Comparison by Type of Library*

| Question | Type of Library: Academic | Public | Special | State |
|---|---|---|---|---|
| 1a | 31 | 9 | 8 | 9 |
| b | 22 | 27 | 6 | 7 |
| c | 46 | 8 | 5 | 8 |
| d | 2 | | 2 | |
| e | 2 | 1 | | 1 |
| 2 No | 41 | 28 | 13 | 11 |
| Yes | 48 | 17 | 11 | 14 |
| 3 No | 45 | 27 | 18 | 11 |
| Yes | 30 | 21 | 6 | 13 |
| 4 No | 62 | 18 | 14 | 9 |
| Yes | 25 | 22 | 8 | 15 |
| 5 No | 70 | 29 | 17 | 9 |
| Yes | 17 | 16 | 6 | 14 |
| 6 No | 29 | 13 | 13 | 4 |
| Yes | 49 | 30 | 10 | 19 |
| 7a | 49 | 18 | 7 | 13 |
| b | 19 | 18 | 6 | 8 |
| c | 32 | 24 | 7 | 9 |
| 8a | 5 | 6 | 0 | 4 |
| b | 5 | 4 | 0 | 3 |
| c | 10 | 5 | 0 | 3 |
| d | 5 | 9 | 0 | 1 |

* Due to the small number of school libraries they were not tabulated.

APPENDIX III-E

Analysis Of MARC-O Search And Print Service By Type Of Library And By State

October 1, 1971 To November 1, 1972

| Type of User | Arizona Users - Requests | Arkansas Users - Requests | Louisiana Users - Requests | New Mexico Users - Requests | Oklahoma Users - Requests | Texas Users - Requests | Total Users - Requests | Per Cent Users - Requests |
|---|---|---|---|---|---|---|---|---|
| State Agency | 0 - 0 | 1 - 95 | 1 - 1,883 | 1 - 1,077 | 1 - 121 | 0 - 0 | 4 - 3,176 | 7.7 - 15.7 |
| Public | 1 - 3,316 | 1 - 29 | * | * | 11 - 1,739 | 9 - 4,216 | 22 - 9,300 | 42.3 - 45.8 |
| Academic | 1 - 820 | 10 - 300 | 0 - 0 | 4 - 545 | 6 - 2,485 | 2 - 1,910 | 23 - 6,060 | 44.2 - 30.1 |
| School | 1 - 491 | 0 - 0 | 0 - 0 | 1 - 1,219 | 1 - 30 | 0 - 0 | 3 - 1,740 | 5.8 - 8.5 |
| Special | 0 - 0 | 0 - 0 | 0 - 0 | * | 0 - 0 | 0 - 0 | 0 - 0 | |
| Other | 0 - 0 | 0 - 0 | 0 - 0 | 0 - 0 | 0 - 0 | 0 - 0 | 0 - 0 | |
| Total | 3 - 4,627 | 12 - 424 | 1 - 1,883 | 6 - 2,841 | 19 - 4,375 | 11 - 6,126 | 52 - 20,276 | 100.0 - 100.0 |
| Per Cent | 5.8 - 22.8 | 23.1 - 2.1 | 1.9 - 9.3 | 11.5 - 13.8 | 36.5 - 21.7 | 21.2 - 30.3 | | |

*Using MARC-O through State Agency

APPENDIX IV-A

Strengthening Librarians' Capability to Elicit and Respond to the Felt Needs of Minority/Culturally Isolated Disadvantaged Persons and Groups in the Southwest was the subject of a five-day Institute on the campus of the University of Oklahoma, October 4-8, 1972. Working with a grant from the U. S. Office of Education under the Higher Education Act, Title IIB, the sponsors of the Institute were the Oklahoma University Department of Library Science, Southwestern Library Interstate Cooperative Endeavor (SLICE*), the American Library Association's Committee on Library Service to the Disadvantaged, and the National Book Committee. Virginia H. Mathews, National Book Committee, and Lee Brawner, President, Southwestern Library Association, directed the program. The Institute was attended by about 85 carefully selected persons, including approximately an equal number of librarians and persons representing minorities, ethnic groups and the disadvantaged from six southwestern states (Arizona, Arkansas, Louisiana, New Mexico, Oklahoma and Texas).

For the purpose of the Institute, the term "disadvantaged" was defined as follows:

> Persons who have educational, socio-economic, cultural or other disadvantages that prevent them from receiving the benefits of library service designed for persons without such disadvantages and who for that reason require specially designed library services. Additionally, persons whose need for such special services results from poverty, neglect, delinquency, or cultural or linguistic isolation from the community at large. Of particular concern of this Institute were the urban and rural poor; the geographically disadvantaged; the unemployed and the under-employed; the aged and the very young; the functionally illiterate and poorly educated; and Blacks, Indians, Spanish-American and other ethnic minorities. In the six Southwest states, approximately 40 to 60% of the population would qualify as "disadvantaged" according to this definition.

The goals of the Institute were:

1] To stimulate planning and action on a regional pilot basis for cross-cultural and user-developed services to all types of disadvantaged people;

*A project of the Southwestern Library Association (SWLA)

2] To strengthen the role of the regional library association in providing a prototype for continuing in-service training programs for librarians which can be adapted through SLICE to local needs in the region's six states;

3] To develop a model which might be replicated by other regions, states, and localities for eliciting perceptions of needs and present adequacy of libraries in meeting them from spokesmen of various disadvantaged user groups;

4] To provide some initial guidance to the ALA Office for Library Service to the Disadvantaged as to how it can best operate to support local and regional efforts and integrate a national effort with them for a cohesive whole, especially its role in consultant services.

Dr. Ralph W. Conant, President, Southwest Center for Urban Research, Houston, was the keynote speaker on how to identify the disadvantaged people of the Southwest. His address was followed by a factual presentation on the economic and educational characteristics of the disadvantaged people of the six-state area** and a review of long-range state programs for library services to the disadvantaged recently prepared by each of the six SWLA area State Library Agencies.

Against this background information, the participants, in panel and group discussions, talked about the concerns and problems of the disadvantaged and how library service might contribute to the meeting of needs. Two areas of concern with special significance for disadvantaged people, early childhood learning and career education for youth, were emphasized throughout the program. Case histories in Dallas, Albuquerque, Los Angeles, New Orleans, and Houston were reviewed and discussed.

Mr. Burt Lamkin, Associate Commissioner of Education and head of the Bureau of Libraries and Learning Resources, spoke with the group on his concerns that the traditional library systems and services are not adequately serving the people. New types of "library services delivery systems" are required; there should probably be inter-agency and inter-disciplinary tapping expertise and bringing all types of resources together to meet the day-to-day needs of the disadvantaged. Innovative

**A 10-page document prepared by Linda Ann Levy for the Institute. Copies available from SLICE Office on request.

planning and action programs were encouraged by Mr. Lamkin, and he urged that librarians become acquainted with resources and federal programs that could support various components of innovative programs - such as the Part E of the Educational Development Professions Act (EDPA) for training of minority librarians. He stressed the urgency to provide needed services now and encouraged the Institute participants to stimulate creative action in their states and in the region.

Of particular interest to the librarian practitioners were the suggestions made by the speakers on how libraries might better serve the disadvantaged. From the professionals came not only the ALA's Principles for the Development of Programs, but Conant's counsel: (a) condescending service and guilt-motivated outreach programs may do more harm than good, (b) sustained programming and experiments, properly evaluated, should continue, (c) television and other visual devices are necessary to learning, (d) information programs should be geared to real interests of the poor - health problems, job opportunities, legal rights and other related social issues, and (e) in some cases, bilingual materials are needed.

Other professionals reminded the group that the disadvantaged, including the ethnic poor, are a part of the total community for which the public library has responsibility and lack of their representation in decision-making and provision of second-best materials and equipment are not acceptable. Training and use of "neighborhood" volunteers in carrying out special programs should be carefully considered as a means of developing communication links. Library schools should do more to educate librarians to work with the disadvantaged. Library policy makers (Boards) and administrators must be aware of needs of special user-groups.

The "lay" resource persons in non-library professional terms strongly recommended that librarians (a) must listen and understand the problems of the disadvantaged and have a genuine feeling of responsibility for public service, (b) must respect individual differences, (c) must not talk down to people, (d) must

learn to communicate, (e)"gotta think about people needs, not self," (f) must get involved in community planning, i. e., work with existing community action organizations, (g) must remember, in serving Blacks, that noise is a part of the culture, (h) must start with the pre-school children and involve parents, (i) must realize play is a necessity in a child's life, (j) remember the American Indian is the greatest of ecologists; culture should be retained, (k) should recognize that the one-to-one method of helping is best, and (l) above all, try something different; it might work.

On the last morning of the Institute the librarian participants considered follow-up action. Out of the discussion in groups by state came the following recommendations for bringing about improved library services to the disadvantaged at the state level:

1] Training programs (for library staffs, trustees, and target area leaders) to create an awareness of library service needs and potentials;

2] Active recruitment (and in-service training) of personnel from ethnic groups for employment in library "outreach" programs;

3] Development of a pilot library-based program to meet full family needs, particularly early childhood and parental education;

4] Establishing collaborative inter-agency programs combining library efforts with those of existing community service organization;

5] Developing a "clearinghouse" of sources of materials and "expertise" in the state on the multi-faceted challenge of serving the various types of disadvantaged;

6] Developing methods for evaluating programs to assist in identifying the characteristics of a successful library-based service.

Following the presentation from each state the sponsors of the Institute - in open discussion - identified possible regional interstate services that might assist the states and ALA in achieving improved library services to the disadvantaged. Briefly, these are:

1] Assist in inter-agency collaboration by identifying concerned agencies in each state and at the federal regional level. Identification of funding agencies for programs would be extremely helpful.

2] Identify appropriate training materials, "human expertise" and on-going successful programs as a "clearinghouse" service.

3] Package training materials for librarians, trustees, social action professionals, and target-area recruits. Provide effective packages of material on the challenge of library services to the disadvantaged that could be used by local libraries to acquaint key community leaders with the problem.

4] Stimulate the production of (or identify) special service materials needed by the variety of disadvantaged types in the region and communicate availability.

5] Implement a traveling series of institutes on library services to the disadvantaged that could be used (in whole or in part) in each state.

The librarian participants agreed to form a "nucleus" in their state of a Task Force of Concerned Librarians to follow through on the implementation of the above programs at the state level. These six Task Forces would become the start of a regional SWLA "network" to begin to develop regional programs as identified above. In conclusion, it was felt that SWLA had a definite role and responsibility (along with the State Agencies, the State Library Associations, the Regional Program Officer, and ALA) to provide an organizational vehicle to enable the improvement of library service to the disadvantaged in these six states.

A full report of the Institute - with photographs, visuals and audio tape excerpts - is in preparation by Virginia Mathews and will be available in a few months.

APPENDIX IV-B

Final Program

SWLA/SELA Pre-Conference Institute On

PLANNING AND EVALUATION OF LIBRARY PROGRAMS

JUNG HOTEL

October 31st

| | |
|---|---|
| 9:00 A. M. | Briefing Session for Pre-Conference Faculty, Group Leaders and Panelist. Meeting Room # 6 |
| 1:00 P. M. | Registration and Pre-Evaluation. Tulane Room Lobby |
| 1:45 P. M. | First General Session: Opening Remarks and Pre-Conference Objectives - Dr. Bud Angus (OSU),an USOE Representative, and Maryann Duggan (SLICE). Tulane Room |
| 2:15 P. M. | Review of Context Evaluation: Needs Assessment and Formulation of Objectives - Dr. Ken Eye (OSU) and Others |
| 2:45 P. M. | Input Evaluation: Identification and Evaluation of Alternatives - Dr. Jack Barnette (OSU) and Others |
| 3:45 P. M. | Charge to Groups on Tasks |
| 4:15 P. M. | Groups work on Tasks (to practice needs assessment, formulating objectives, identifying and selecting alternatives) |
| 6:00 P. M. | Dinner Recess - No Host |
| 8:00 P. M. | Second General Session: Advocacy Teams Report on Group Achievements. Tulane Room |
| 8:45 P. M. | Distribution and Discussion of "Guidelines" (OSU) |
| 9:00 P. M. | Evening Recess |

November 1st

| | |
|---|---|
| 8:30 A. M. | Third General Session: Faculty React to Group Achievements; Review Context and Input Principles (Panel). Tulane Room |
| 9:30 A. M. | Review of Process Evaluation: Project Management, Measurement and Monitoring, Recycling, and Performance Criteria - Dr. Desmond Cook (OSU) and others |
| 10:15 A. M. | Charge to Groups on Tasks |
| 12:00 P. M. | Lunch Recess - No Host |
| 1:30 P. M. | Fourth General Session: Product Evaluation Criteria - Dr. Kenneth Beasley (University of Texas at El Paso) and Others |
| 2:30 P. M. | Charge to Groups: Finalize Plans and Check Guidelines |
| 4:00 P. M. | Fifth General Session: Reports from Groups and Critique |
| 4:45 P. M. | Exit Evaluation of Pre-Conference |
| 6:00 P. M. | Faculty and Group Leaders De-briefing Session and "Social Readjustment Hour" |

# APPENDIX V

## Evaluation Of SLICE Year 01

Total Instruments Mailed: 24 on October 22, 1972

Total Returned: 17 on November 10, 1972

Per Cent Returned: 70.8

The dot (.) is the arithmatic means (average) score for total sample. The higher the score, the more "favorable" the response.

The (X) is the arithmatic means (average) score for State Library Agency respondents only.

The graphs show scattering of responses. Each small square is equal to 2 responses. The greater the scattering, the more diversity of opinion of respondents.

On the graphs, the scale has the following meanings:

SA - Strongly Agree With Statement

A - Agree With Statement

U - Undecided Regarding Statement

D - Disagree With Statement

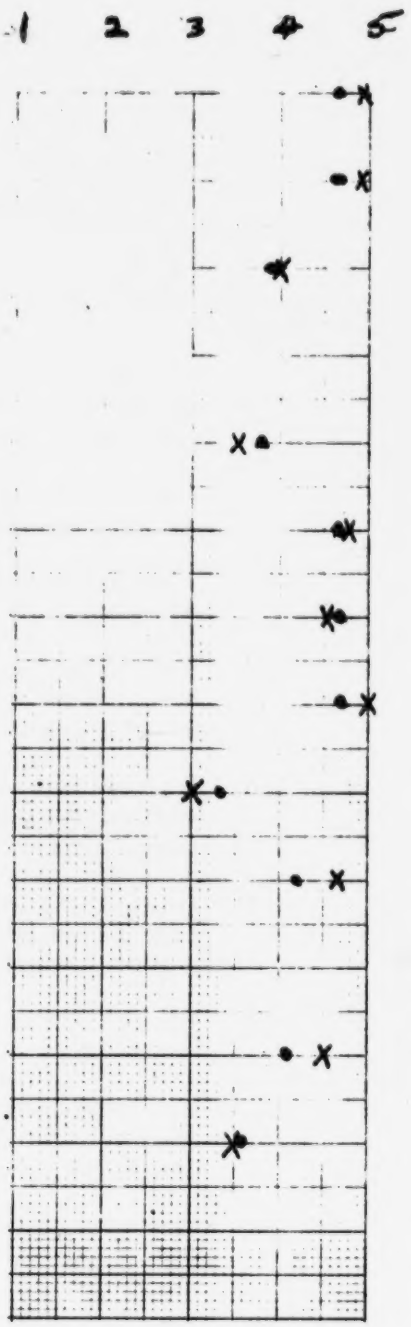
SD - Strongly Disagree With Statement

Comments of respondents concerning each category follow the data presentation by categories.

## EVALUATION OF SLICE YEAR 01

A. Project Administration and Office Management:

1. The SLICE Project has been poorly administered as evidenced by many examples I could relate.
2. The SLICE Office Director has not exhibited good management skills.
3. There has been too much planning and not enough action programs.
4. Action programs have started without clear cut identification of priorities, sufficient planning and consultation with the appropriate parties in each state.
5. The SLICE Office Staff has been "goofing off" and not producing.
6. I am pleased with the SLICE Project Management to date.
7. Due to poor management, the SLICE Project has created embarrassing situations for me or in my state.
8. I think the SLICE Office is not taking full advantage of all opportunities provided for developing interstate cooperation.
9. I think this "Evaluation of Year 01" is ridiculous and unnecessary and reflects a poor management decision.
10. The SLICE Office is responsive to my needs and follows through on important matters.
11. The objectives of the SLICE Project have not been clearly defined; I don't really understand the purpose of the project.
12. Comments or elaborations on Project Management aspects:



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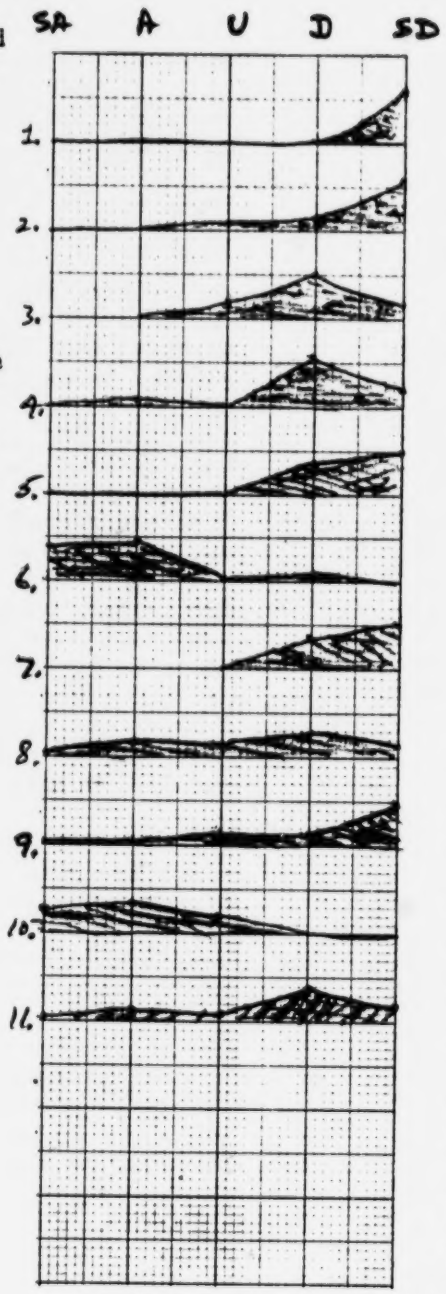


COMMENTS OF RESPONDENTS REGARDING

PROJECT ADMINISTRATION AND OFFICE MANAGEMENT:

1. A present or past member of the SLICE Advisory Council:
   Too many possibilities for being misunderstood in answering the questions on this page! Your statements are too extreme. "Undecided" is not the same as saying, "I am on middle ground" or "I don't have sufficient information to answer."

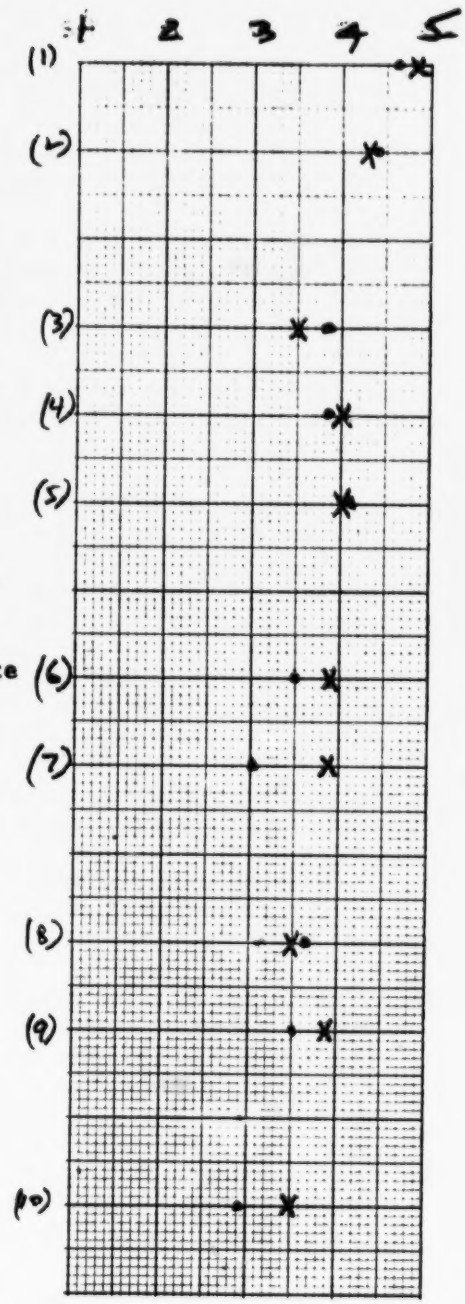
2. A State Library Association representative:
   The management of the Project has been remarkable in that it achieved so much in so short a time.

3. An advisor to the SLICE Council:
   Maryann Duggan and Lee Brawner have accomplished miracles and gone far beyond anything in vision when the office was established.

4. A SWLA representative:
   I believe the SLICE Office Director is not differentiating between levels of sophistication programs and presentations. Action programs would be more successful if you would deal with sub-groups of librarians and pitch approach accordingly, rather than treating the audience as a whole and aiming content low.

B. Fiscal Accountability and Funding:

1. I do not get adequate financial reporting of expenditures on the SLICE Project.
2. The financial reporting system used by the SLICE Project is adequate for my needs.
3. I feel that the money I (or my state) have put into the SLICE Project to date has been well spent and I (or my state) have received adequate benefits in return.
4. The costs of the SLICE Office operations are excessive for the benefits my state has received in return.
5. As long as the SLICE Project continues to produce effective "products", I will continue to support it financially at the current level ($4,000 per state agency per year.)
6. The "Membership Fee" method of obtaining state financial support is an adequate and fair method for the next two years.
7. Some other means of obtaining state financial support must be devised.
8. It is difficult for me to justify my current level of contribution (time and money) to the SLICE Project.
9. I think the cost of maintaining the SLICE Office (about $25,000/yr.) should come from the six states and the cost of specific projects should come from "outside" funding on a project basis.
10. Funding of the SLICE Office should be on a "proportionate" formula rather than on a flat, equal, annual fee per state.
11. Comments or elaborations on Fiscal Accountability and Funding aspects:



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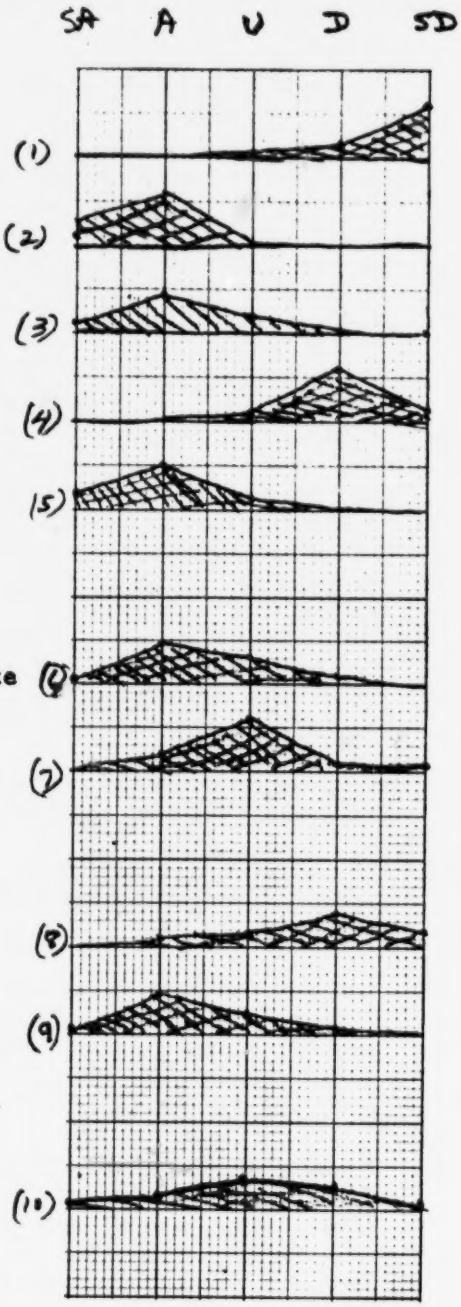


## COMMENTS PERTAINING TO FISCAL ACCOUNTABILITY AND FUNDING:

1. A State Library Association representative:
   The Financial Reports are all I have seen. They seem more than adequate.

2. A State Library Agency representative:
   No one has suggested proportionate funding before. It sounds great.

3. An advisor to the SLICE Council:
   Excellent accountability! Information excessive, if anything. Individual state shares are "fair" as currently devised due to federal funding to the states from which these monies are designated.

4. A present or past member of the SLICE Advisory Council:
   Because I have not talked with other people in the state, I am not sure of the benefits to the state. Personally, I feel that the SLICE Project could have other activities within the state. Outside funding would be helpful, but not essential at this time.

C. Reporting and Communicating:

1. The current degree of reporting on the SLICE Project is adequate for me.

2. I am sick and tired of the "verbage" pouring out of the SLICE Office; please minimize reporting to one page memos.

3. Reporting of SLICE Activities should be distributed to more and different persons than those currently receiving the monthly and quarterly reports.

4. All those "carbon copies" of letters are not necessary and are a waste of money.

5. I feel reasonably well informed about the project progress.

6. More frequent SWLA Newsletters containing SLICE Progress Reports would be a good way to get the message out to the right people in my state.

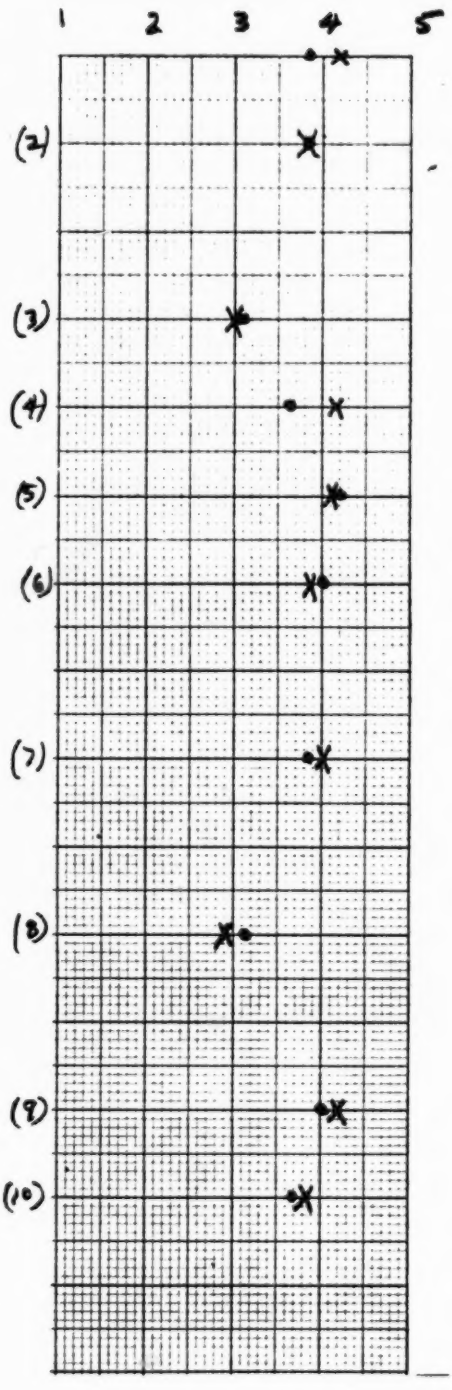
7. The SLICE Office Director should prepare "Press Briefs" for the State Association Publication Editors and not send them full monthly and quarterly reports.

8. I wish other agencies and organizations in my state could get a summary report on the SLICE Project so I would not have to "carry the message" personally.

9. I think the program reports on the SLICE Project should be shared with other non-SWLA states, other regional library associations, national library agencies, and library educators.

10. Too much time is being spent in "reporting" and not enough time in "doing".

11. Comments or elaborations on "Reporting and Communicating" aspects:



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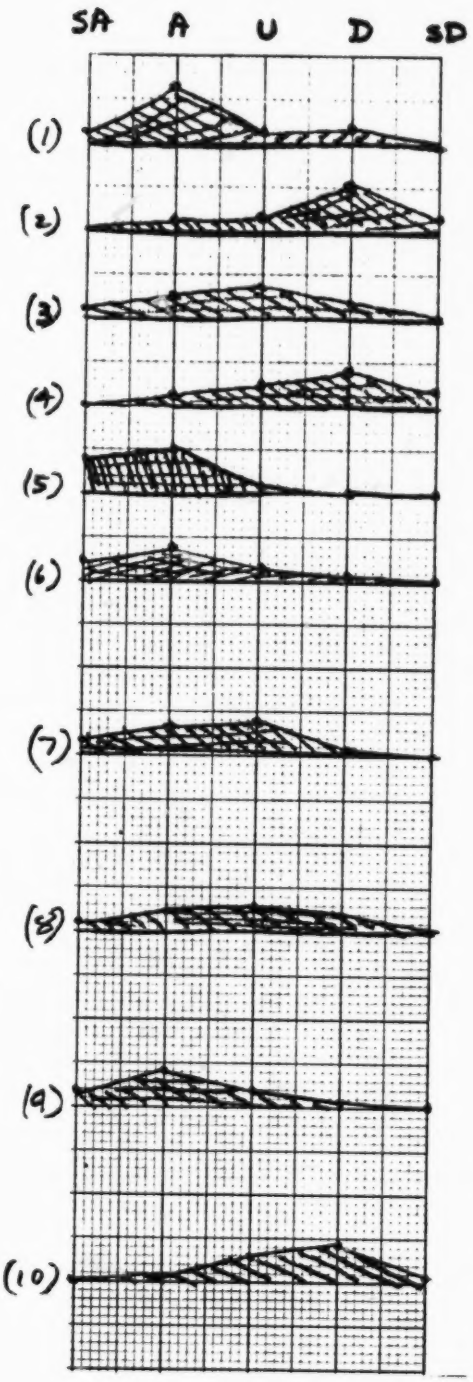


## COMMENTS ON REPORTING AND COMMUNICATION ASPECTS:

1. A State Library Agency representative:
   The SLICE Office Director has done an excellent job of keeping informed not only the SLICE Advisory Council, but a representative group of regional librarians. The only criticism I am aware of is that there are too many and too long reports! However, the full memberships of the State Associations are not informed. Better use of the state bulletins should be made and more frequent SWLA Newsletters.

2. A State Library Agency representative:
   You need to not only issue "press briefs" for the State Association publication editors, but you should also send them full monthly and quarterly reports.

3. A State Library Association representative:
   If the Project were publicized in national journals, there would be no need to share the progress reports on the SLICE Project outside of the region.

4. A State Library Association representative:
   Strongly agree with the need for "press briefs", but full reports are also needed. Full reports could be reduced in quantity. Would like one-page memos.

5. A State Library Association representative:
   I don't mind carrying the SLICE message to my state. I think your effort to maintain communications was successful. It was commendable.

6. An advisor to the SLICE Council:
   Some condensation of report is suggested. You have done an excellent job bordering probably on too much information and certainly not a sparcity of it. During this first year this full reporting was essential. Good job.

D. SLICE Advisory Council Organization and Role:

1. I am satisfied with the new composition of the Advisory Council (i.e. State Library Agency Person and Vice-President, President-Elect of State Association.)

2. The Advisory Council has no "power" or influence and is not really effective.

3. I would like to see Advisory Council enlarged to include representation of specific types of libraries in each state or other state agencies (such as academic libraries, Governor's Planning Office, etc.)

4. I feel the Advisory Council is truly representative of the "library profession" in each state.

5. Only those who put dollars into the SLICE Project should be on the Advisory Council.

6. The role of the Advisory Council is not clear to me.

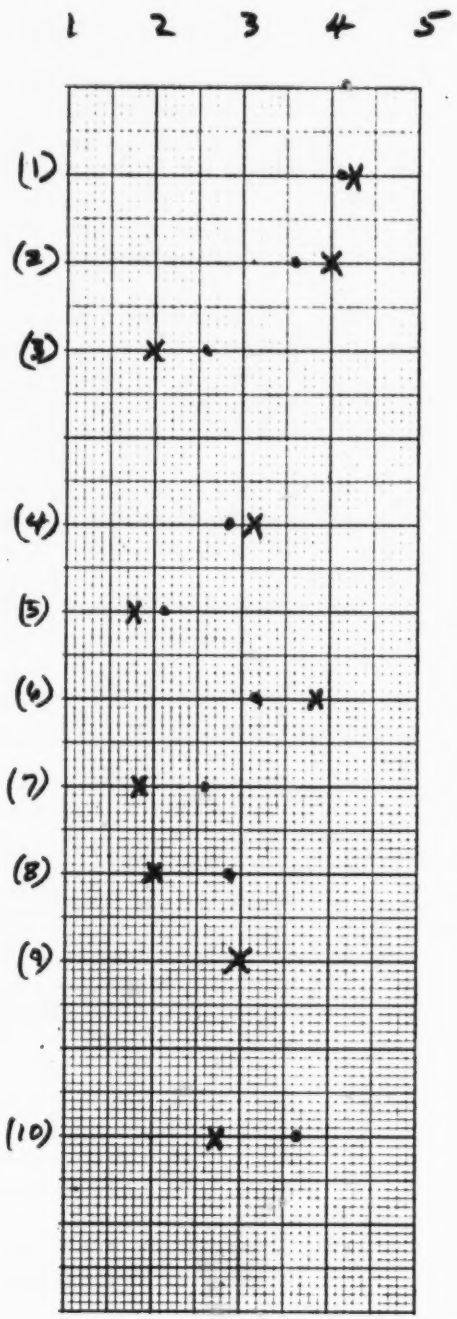
7. Library trustees should have representation on the SLICE Advisory Council.

8. The SLICE Project should pay the travel expenses of each Advisory Council member.

9. The SLICE Advisory Council is fulfilling its responsibility of reporting to the libraries of each state the progress and plans of SLICE.

10. The SLICE Advisory Council is the key to the full implementation of an interstate cooperative effort and therefore therefore should be strengthened organizationally.

11. Comments or elaborations on any aspects of SLICE Advisory Council or Role:



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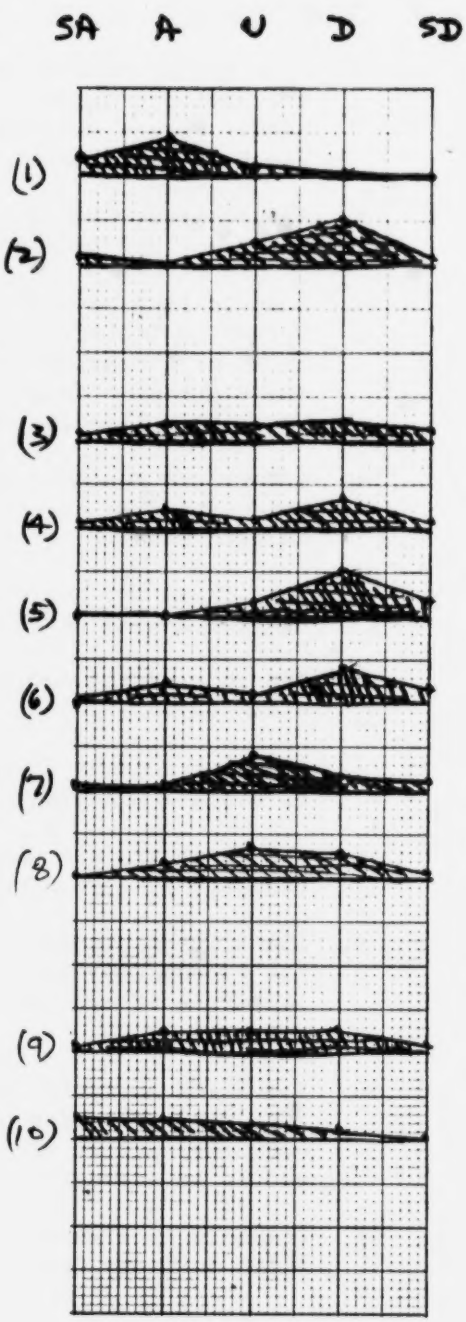


COMMENTS CONCERNING SLICE ADVISORY COUNCIL ORGANIZATION AND ITS ROLE:

1. A State Library Association representative:
When I was President-elect of our State Association, our President was on the SLICE Council. He reported nothing and I saw no letters or copies of letters about anything. As far as I know, the Council has not met since I have been President, but I am getting all correspondence and reports to the President-elect. I really don't know what the Council does, since our past President didn't share. The rest of our Association Executive Board doesn't know about the SLICE Council either.

2. A present or past member of the SLICE Advisory Council:
You have implied in statement No. 5 that the State Agencies are putting their dollars into SLICE. No, mam! These are federal dollars put in trust for the State Agencies for library development throughout the respective states.

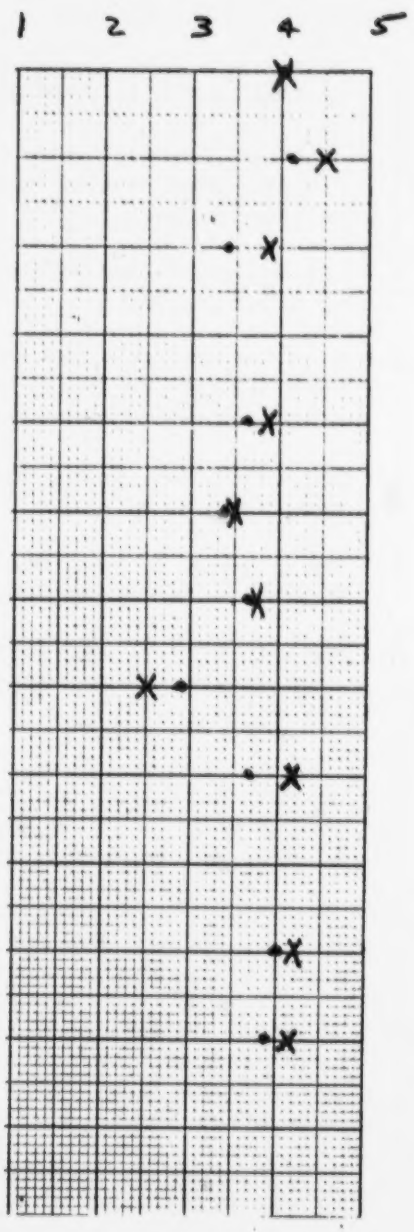
3. A State Library Association representative:
I strongly agree that the SLICE Advisory Council is the key to implementation of interstate cooperation. The larger you make it, however, the less responsibility we will assume - but colleges need fitting in somehow.

4. A State Library Association representative:
If the State Association is not paying their representative's travel expenses to the Advisory Council meetings, then the SLICE Project should do it.

5. A State Library Agency representative:
The Advisory Council is not "truly representative of the library profession in each state", but it is sufficiently representative - and large enough.

E. The SLICE/MARC-O Project:

1. This was a good first project for SLICE to start with in year 01.
2. I do not see the value of the MARC-O Project to my state; only Oklahoma is benefiting.
3. The services from MARC-O have not met my expectations.
4. I anticipate greater future use of MARC-O services by the libraries in my state as they learn more about it.
5. The SLICE/MARC-O workshops have been most effective in my state.
6. There needs to be a complete change in the SLICE/MARC-O Project next year.
7. What we need is an OCLC-type system in the SWLA region and my state is willing to pay the cost.
8. I do not see how SLICE/MARC-O can lead to a meaningful regional sharing of library resources. As it is currently operated, it does not have that potential.
9. The MARC-O staff at ODL have not been willing to sit down and work with my state to develop a meaningful application.
10. In order to develop a truly regional MARC-O based system, there should be a well organized and functioning users group participating in the development and design.
11. Any comments or elaborations on any aspect of the SLICE/MARC-O Project:



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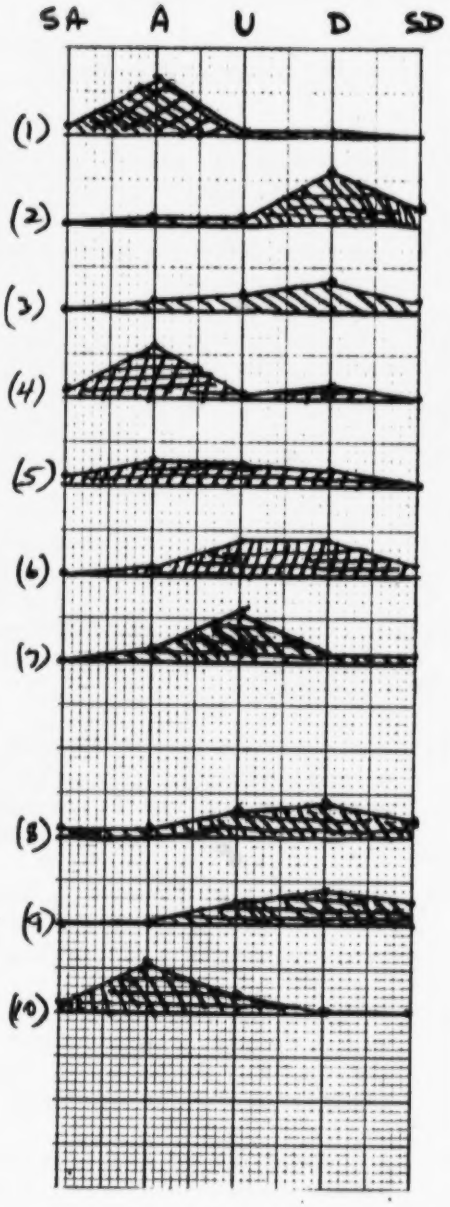


## COMMENTS REGARDING THE SLICE/MARC-O PROJECT:

1. A State Library Agency representative:
   We would like to see early implementation of the MARC-O Catalog Card Set Search and Copy Service. Even though plans would have to be made for use of a computer (either the State computer, or by sub-contract with another one in the state which may have contracted for this service) to reproduce the card sets needed, this seems to be one of the most valuable services the SLICE/MARC-O could provide those using the Search and Print services of MARC-O.
   Even though the Search and Print Service has not come up to expectations as to the number of "hits" projected, we feel the fault is not with MARC-O, but with the failure of Library Of Congress to get the cataloging information on to the MARC tapes. Hopefully, with the CIP program moving ahead, Library Of Congress will be able to get more data on MARC tapes faster.

2. A State Library Agency representative:
   Would not only users' answers be valid here?

3. A State Library Association representative:
   Projects affecting more libraries would be more helpful. While the SLICE/MARC-O project may have merit, the real needs are much more basic.
   Example: well planned workshops to help the many untrained librarians.

4. A State Library Association representative:
   MARC tapes were a conversation piece only until SLICE came along. Library application of data banks advanced a decade with the implementation of MARC-O by SLICE. The understanding acquired with the use will provide applications in the future long beyond the time the libraries even remember that SLICE sparked the torch that opened the door to the future to librarians.
   Libraries can now plan and do information services that would be taken over by planning agencies, research sections of governmental agencies, and consulting firms as well as "IBM".
   SLICE opened one door as to how libraries can survive in an age of change.

5. A State Library Association representative:
   A MARC-O users group is very important. Much is at stake for the participants in SLICE/MARC-O. I believe that in an enterprise as technical as this, a group structure for setting the course is necessary.

6. An advisor to the SLICE Council:
   The uphill struggle is perhaps a jump over state-wide cooperative endeavors - at least in concept - which ideal in the minds of we few may be beyond the thought patterns of those locally or type-of-library oriented. Nevertheless, a great stride forward is already recorded and hope springs eternal. Let's go forward.

Comments Regarding The SLICE/MARC-O Project continued:

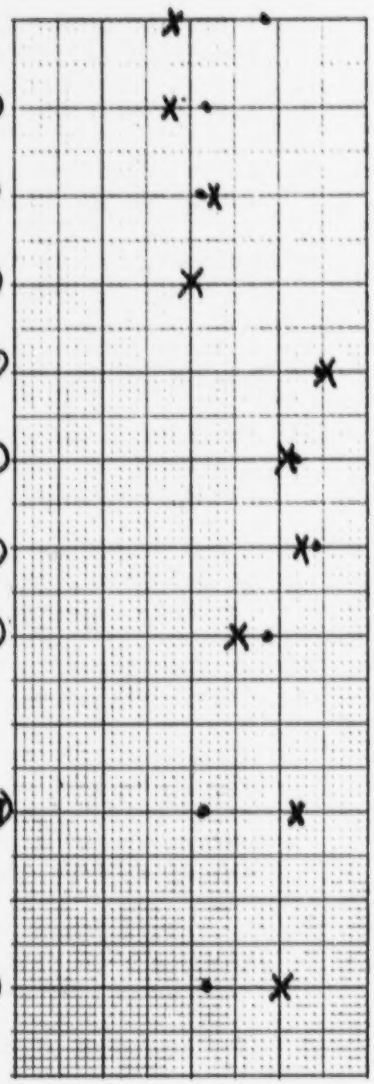
7. A SWLA representative:
   SLICE/MARC-O has been reasonably successful as intended, i. e., to show data base utility possibilities. But institutes were too simple-minded for anyone but the unitiated. And MARC-O will not be able to develop much further as to data base or uses as now managed.

8. A State Library Association representative:
   I am highly skeptical of MARC-O - I simply can't see any direct benefits yet. We can buy card sets more cheaply and more quickly from other sources. MARC-O seems to be your big "push." I think other projects such as "interlibrary loan codes" for the entire area or some incentive monies for better coordinated activities of State Associations would be good. I subscribed to the S.D.I. lists from MARC-O for awhile, but they are incomplete and of not much help.

F. <u>The Continuing Education for Librarians in the Southwest (CELS) Project</u>:

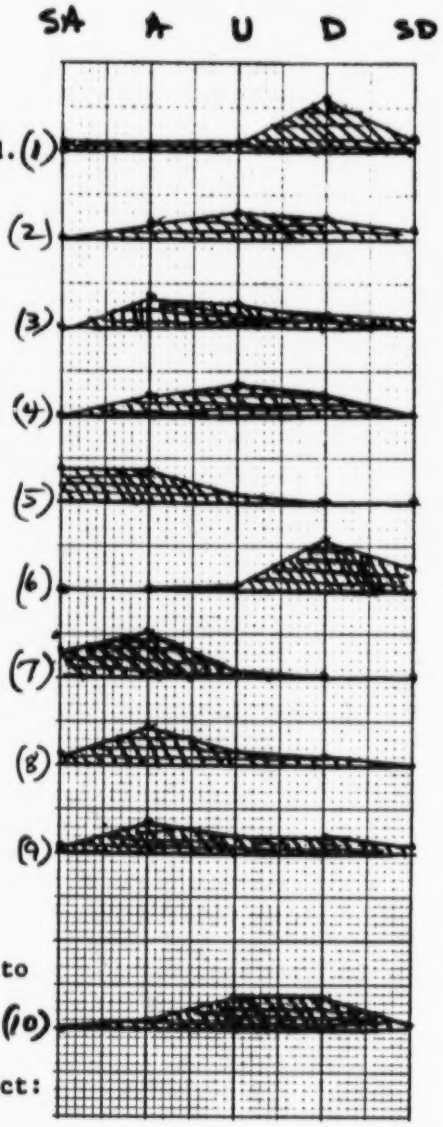
1 2 3 4 5

1. I can see no benefit whatsoever to my state from this project to date. (1)
2. This project has not gone as I had anticipated (2)
3. There should be more involvement of library educators in this project. (3)
4. This project is too big for the SLICE Office to handle without adding staff. (4)
5. I still think continuing education of library staffs in the SWLA states is of high priority. (5)
6. Continuing education planning and action programs can best be done on a state basis; there is no need for SLICE to be involved. (6)
7. I can see SLICE providing a useful service in developing meaningful continuing education "packaged programs" for use in each state. (7)
8. We should get on with the survey of needs for continuing education as originally planned. (8)
9. I think each continuing education product should be self-supporting from tuition fees or "outside" funding and should not be supported by the states annual contribution to the SLICE Project. (9)
10. We should get a continuing education "expert" to head-up this project; the SLICE Office Director cannot do the job. (10)
11. Any comments or elaborations on the CELS Project:



F. <u>The Continuing Education for Librarians in the Southwest (CELS) Project:</u>

1. I can see no benefit whatsoever to my state from this project to date.
2. This project has not gone as I had anticipated.
3. There should be more involvement of library educators in this project.
4. This project is too big for the SLICE Office to handle without adding staff.
5. I still think continuing education of library staffs in the SWLA states is of high priority.
6. Continuing education planning and action programs can best be done on a state basis; there is no need for SLICE to be involved.
7. I can see SLICE providing a useful service in developing meaningful continuing education "packaged programs" for use in each state.
8. We should get on with the survey of needs for continuing education as originally planned.
9. I think each continuing education product should be self-supporting from tuition fees or "outside" funding and should not be supported by the states annual contribution to the SLICE Project.
10. We should get a continuing education "expert" to head-up this project; the SLICE Office Director cannot do the job.
11. Any comments or elaborations on the CELS Project:



COMMENTS ON THE CONTINUING EDUCATION

FOR LIBRARIANS IN THE SOUTHWEST (CELS) PROJECT:

1. A State Library Association representative:
   I have heard good comments about the SLICE workshops. Especially the most recent one on Library Services to the Disadvantaged here at Norman, Oklahoma. I would like to see more emphasis on such programs. Am also interested in means of coordinating state-based continuing education programs, so all of us might share in really good things.

2. A SWLA representative:
   SOD should take presentations seriously, remembering the time and effort involved of all participants and the importance of the program.

3. An advisor to the SLICE Council:
   It is too early to comment on the project with any clarity and understanding.

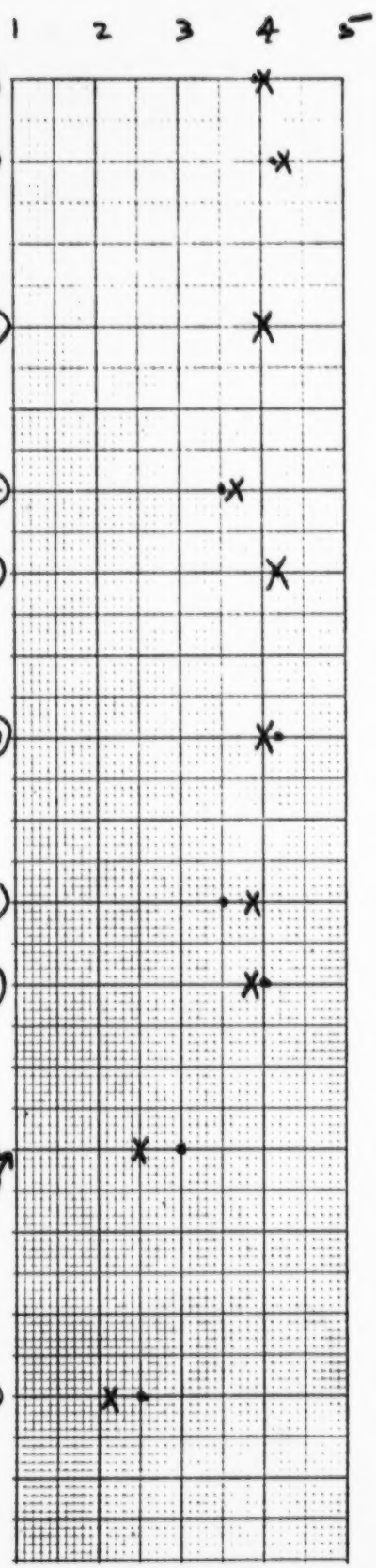
4. A present or past member of the SLICE Advisory Council:
   I believe the CELS project is of such a magnitude that the SLICE Office should add additional staff to handle.

5. A State Library Association representative:
   I do not have sufficient information to decide if the CELS project requires additional staff.

6. A State Library Agency representative:
   Practicing librarians should be in the forefront of CELS, rather than library educators.

G. "Impact" of SLICE on Library Development in the SWLA region:

1. In my opinion, the SLICE Project has stimulated library development in my state during this first year.
2. We were doing fine in my state without a SLICE Project and, as far as I am concerned, it could shut down tomorrow.
3. I believe a properly conceived and operated SLICE Project could assist in advancing library development in my state.
4. I would like for SLICE to make a one-hour presentation to our state-wide LSCA Advisory Council and/or our Library Development Committee.
5. We do need a SWLA regional plan for library development, particularly for locating and sharing materials and interfacing of inter-library loan networks.
6. Library development and interlibrary co-operation is an individual state matter and is of no concern to SWLA or a regional project.
7. I would like to see a stronger organization (such as Federation of Rocky Mountain States) legally developed in our six states by legislative action so we could really do significant regional development through coordination at the Governors' level.
8. Now is not the right time to be thinking about intra-state* library development; we have too many problems in our own state.
9. SLICE will never be successful in achieving its goals related to library development unless the academic libraries are legally brought in through "official" representation at the state level.
10. Since "statewide library development" is the responsibility of the State Library Agency, SLICE should continue to work mainly with the State Agencies and forget about "officially" involving academic and/or school library representation.

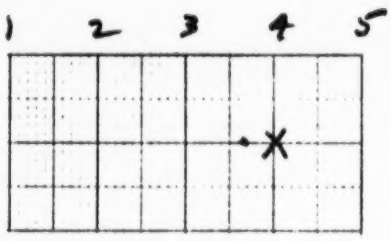



* interstate

* Most respondents corrected this to "interstate".

G. Continued.

11. We have budgeted for and considered SLICE in our recently prepared five-year program for statewide library development. (11)




12. Any comments or elaboration on any aspects of the impact of SLICE on Library Development:

G. "Impact" of SLICE on Library Development in the SWLA region:

SA A U D SD

1. In my opinion, the SLICE Project has stimulated library development in my state during this first year. (1)

2. We were doing fine in my state without a SLICE Project and, as far as I am concerned, it could shut down tomorrow. (2)

3. I believe a properly conceived and operated SLICE Project could assist in advancing library development in my state. (3)

4. I would like for SLICE to make a one-hour presentation to our state-wide LSCA Advisory Council and/or our Library Development Committee. (4)

5. We do need a SWLA regional plan for library development, particularly for locating and sharing materials and interfacing of inter-library loan networks. (5)

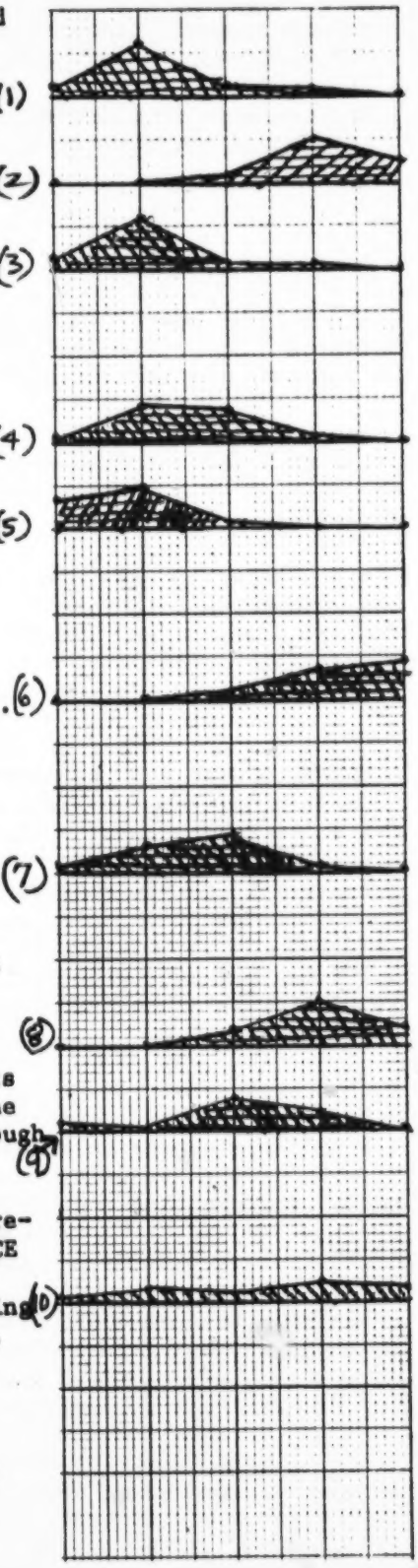
6. Library development and interlibrary co-operation is an individual state matter and is of no concern to SWLA or a regional project. (6)

7. I would like to see a stronger organization (such as Federation of Rocky Mountain States) legally developed in our six states by legislative action so we could really do significant regional development through coordination at the Governors' level. (7)

8. Now is not the right time to be thinking about *intra-state library development; we have too many problems in our own state. (8)

9. SLICE will never be successful in achieving its goals related to library development unless the academic libraries are legally brought in through "official" representation at the state level. (9)

10. Since "statewide library development" is the responsibility of the State Library Agency, SLICE should continue to work mainly with the State Agencies and forget about "officially" involving academic and/or school library representation. (10)

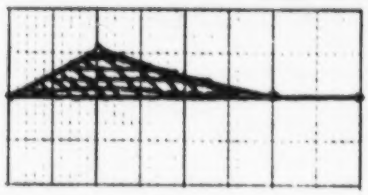


* Most respondents corrected this to "interstate"

G. Continued.

SA A U D SD

11. We have budgeted for and considered SLICE in our recently prepared five-year program for statewide library development.




12. Any comments or elaboration on any aspects of the impact of SLICE on Library Development:

1. A State Library Agency representative:
"Official" involvement of all types of libraries in the SLICE Project can be achieved through the appropriate Library Association committees.

2. A State Library Agency representative:
Although I believe SLICE should continue to work mainly with the State Agencies, I do not think that academic and/or school libraries should be forgotten.

3. A State Library Association representative:
One year doesn't provide enough time to evaluate honestly; it will take several years to get off the ground. While innovative programs have merit - many less sophisticated programs would have more immediate practical results. The current needs are so elementary and basic.

4. A present or past member of the SLICE Advisory Council:
I disagree with your statement, "State-wide library development is the responsibility of the State Library Agency." - if you mean exclusively. The State Library has no claim on my interest in state-wide library development, especially since my interest goes beyond the narrow confines of the State Library's concern which is public libraries.

5. An advisor to the SLICE Council:
SLICE has had unprecedented impact, particularly in view of what it faced at all levels of conscientiously constructed and officially committed cooperation.

6. A SWLA representative:
Don't know that State Library Agencies are responsible for state-wide library development in all states. Academic and school libraries can be brought in without doing so "officially" (i. e., on the Advisory Council), but by the programs that SLICE undertakes.

7. A State Library Association representative:
Our LSCA Advisory Council has not met in over a year - but I think they would benefit from hearing about SLICE. We have tried to "pressure" a meeting, but have gotten nowhere. My State Library doesn't show budget money for SLICE unless I just missed it. I havc seen the five-year plan, but I really can't understand the meaning of some of the vague references.

8. A State Library Agency representative:
So much of the impact depends on the "how" and "why" that I prefer to work for regional development, but withhold judgment on its effect.

Comments On Impact Of SLICE On Library Development
In The SWLA Region continued:

9. A State Library Association representative:
I sound like I am inconsistent. Earlier, under management, I felt enlarging the organization would weaken it - which I do. But with the power and independence of the big universities, we can't change the world without them. On the otherhand, where do you draw the line; where do you find centralized authority? Yet, if we are going to get anywhere we need to select a certain number of universitites to be on our Council. One from each state, plus the six largest by some formula (computer capability, budget, size of their network, etc.). Yes, we have to do it.

APPENDIX VI-A

BUDGET AND QUARTERLY EXPENDITURES ON CLR GRANT (1)

| ITEM | INITIAL BUDGET | REVISED BUDGET (2) | EXPENDITURES 10/1/71-12/31/72 | EXPENDITURES 11/1/72-3/31/72 | EXPENDITURES 4/1/72-6/30/72 | EXPENDITURES 7/1/72-12/31/72 (3) | TOTAL EXPENDITURES |
|---|---|---|---|---|---|---|---|
| Salaries | $19,750.00 | $17,740.81 | $ 5,035.58 | $ 3,830.85 | $ 5,259.61 | $ 3,583.93 | $17,709.97 |
| Benefits | 673.00 | 859.19 | 42.66 | 260.81 | 331.98 | 320.42 | 955.87 |
| Travel | 2,500.00 | 2,500.00 | 226.16 | 990.08 | 615.10 | 668.66 | 2,500.00 |
| Supplies | 577.00 | 900.00 | 250.53 | 118.13 | 243.96 | 287.38 | 900.00 |
| Printing | 500.00 | 1,700.00 | 255.37 | 578.59 | 376.92 | 489.12 | 1,700.00 |
| Other Costs (Telephone) | 1,000.00 | 1,300.00 | 587.50 | 128.42 | 411.80 | 172.28 | 1,300.00 |
| TOTAL | $25,000.00 | $25,000.00 | $6,397.80 | $ 5,906.88 | $ 7,239.37 | $ 5,521.79 | $25,065.84 |

(1) CLR Grant 529, UTSMS Account 89550.

(2) Revised Budget approved by Council on Library Resources on June 7, 1972.

(3) Extension of grant period approved by Council on Library Resources on June 7, 1972.

APPENDIX VI-B

BUDGET AND MONTHLY EXPENDITURES ON CELS CONTRACT

JULY 1, to DECEMBER 31, 1972

| ITEM | BUDGET | JULY | AUG. | SEPT. | OCT. | NOV. | DEC. | TOTAL | BALANCE |
|---|---|---|---|---|---|---|---|---|---|
| Salaries | $ 5,657.00 | $697.50 | $ 697.50 | $697.50 | $ 718.85 | $1,806.75 | $1,806.75 | $6,424.85 | $ (767.85)* |
| Benefits | 493.00 | - | 27.65 | - | 34.85 | 5.28 | 116.70 | 114.78 | 378.22 |
| Telephone | 300.00 | - | - | - | 120.57 | - | - | 120.57 | 179.43 |
| Supplies | 200.00 | - | 37.63 | 1.98 | 33.56 | - | - | 73.17 | 626.83 |
| Printing | 1,000.00 | - | 40.10 | 26.65 | 41.20 | 91.49 | 22.75 | 222.19 | 777.81 |
| Consultants | 1,800.00 | - | 191.23 | - | - | - | 228.28 | 419.51 | 1,380.49 |
| Data Processing | 450.00 | - | - | - | - | - | - | - | 450.00 |
| Travel | 500.00 | - | 199.04 | - | 124.78 | 135.20 | 40.98 | 500.00 | - |
| Equip. Rental | 100.00 | - | - | - | - | - | 103.50 | 103.50 | (3.50) |
| TOTAL | $11,000.00 | $697.50 | $1,193,15 | $726.13 | $1,073.81 | $2,038.72 | $2,318.96 | $7,978.57 | $3,021.43 |

*Adjusted for various "accounting transfers". Salary deficit will be met by transferring $336.00 surplus from the Benefits Category and $431.85 from the Supplies Category during January, 1973.

APPENDIX VI-C

SUMMARY OF SLICE OFFICE BUDGET AND EXPENDITURES ON USOE GRANT*

As Of December 31, 1972

| Item | Initial Budget | Expenditures Thru 12/31/72 | Balance |
|---|---|---|---|
| Salaries | $697.50 | $697.50 | - |
| Benefits | 77.50 | 3.49 | -** |
| Supplies ) | 1,505.00 | 1,038.05 | |
| ) | | | |
| Printing ) | | 497.47 | $43.49 |
| Consultants | 1,400.00 | 1,388.40 | 11.60 |
| Total Direct Cost | $3,680.00 | $3,624.91 | $55.09 |
| Indirect Cost (8% of TDC) | 294.00 | 294.00 | - |
| Total Cost | $3,974.00 | $3,918.91 | $55.09 |

*Account No. 66420

**Transferring $74.01 from "Benebits" to "Supplies, etc."